Eventide®

Communications Division

MediaWorks Plus User Manual

- **Models NexLog 740, NexLog 840**
- **NexLog Recorder Software v2.3**

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Contents

Revision History **1**

1. Using MediaWorks Plus **2**

1.1. Introduction to MediaWorks Plus 2
1.2. Opening MediaWorks Plus 2
1.3. Locating and Organizing Recordings 3
1.3.1. Browsing for Recordings 3
1.3.2. Searching for Recordings 4
1.3.3. Using Additional Filters 6
1.4. Viewing and Playing Recordings 9
1.4.1. Viewing Recordings 9
1.4.2. The Record View 9
1.4.3. Record View Menu Options 10
1.4.4. The Timeline View 11
1.4.5. Playing Audio Recordings 15
1.4.6. Playing Screen Recordings 16
1.4.7. The Playback Console 19
1.4.8. Playback Modes 20
1.5. Creating an Incident 21
1.5.1. Adding and Deleting Recordings from an Incident 22
1.5.2. Saving an Incident Remotely 23
1.5.3. Redacting Recordings in an Incident 23
1.5.4. Pinning Media to an Incident 24
1.6. Updating Recordings 25
1.6.1. Call Properties Screen 25
1.6.2. Annotating Calls 28
1.7. Exporting Recording Data from an Incident 29
1.7.1. The Export Dialog Box 29
1.7.2. Email Export 32
1.7.3. Screen Capture Export 33
1.7.4. A Special Note About Internet Explorer 8 33
1.8. Monitoring a Recorder 34
1.8.1. Channels Tab 34
1.8.2. Instant Recall Tab 35
1.9. Geolocation Features: Geo-Display and Geo-Fence 39
1.9.1. Geo-Display 39
1.9.2. Geo-Fence 41
1.10. Search Filter Groups 45
1.10.1. Creating Search Filter Groups 45

1.10.2. Adding Resources to a Search Filter Groups 47
1.10.3. Deleting a Resource from a Search Filter Groups 47
1.10.4. Using Search Filter Groups 48

2. More about MediaWorks Plus 49

2.1. Columns....49
2.2. The Menu Bar 50
2.2.1. File Menu 50
2.2.2. Edit Menu....51
2.2.3. Tools Menu 53
2.2.4. Playback Menu 54
2.2.5. View Menu 56
2.2.6. Help Menu....58

3. Reporting Problems....59

Revision History

This section summarizes significant changes, corrections, and additions to the document. The history appears in chronological order with the most recent document listed first. Documents are identified by part number and applicable software (SW) version.

This section tracks documentation changes. For a description of new software features and improvements introduced in a particular release, see the product release notes on the Eventide company website.

November 15, 2013

Part Number	SW	Description
141114–06	V2.3	*MediaWorks Plus User Manual v2.2* Geolocation, Instant Recall, Waveforms, Screen Capture Export, Multi-Column Sort, New Mixed Mode features.

March 1, 2013

Part Number	SW	Description
141114–06	V2.2	*MediaWorks Express User Manual v2.2* Annotations, Redactions, Screen Playback, Data CD Export

April 30, 2012

Part Number	SW	Description
141114–05	V2.1	*MediaWorks Express User Manual v2.1* Initial release.

1. Using MediaWorks Plus

1.1. Introduction to MediaWorks Plus

MediaWorks Plus provides several ways to locate, organize, and replay recordings stored on an Eventide NexLog recorder. Once the desired recordings have been found, they can be easily organized into incidents for saving and export. The recordings can also be examined, updated and listened to. With MediaWorks Plus you can also live monitor channel(s), view the current status of channel(s), and (if permitted) enable/disable recording on channel(s) for on-demand record/don't record purposes.

The data for each recording can be exported in a number of different ways.

The information about using MediaWorks Plus includes:

- Section 1.3. Locating and Organizing Recordings
- Section 1.4. Viewing and Playing Recordings
- Section 1.5. Creating an Incident
- Section 1.6. Updating Recordings
- Section 1.7. Exporting Recording Data from an Incident
- Section 1.8. Monitoring a Recorder

1.2. Opening MediaWorks Plus

Open one of the supported browsers:

- Internet Explorer 8
- Internet Explorer 9
- Firefox
- Chrome

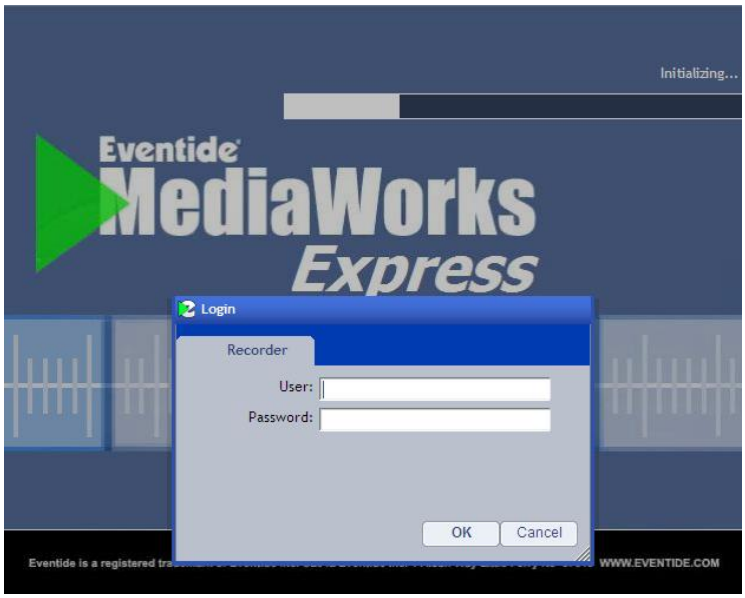
Enter the address of your NexLog recorder in the URL bar. The address will either be an IP address or a DNS address if configured. Loading the MediaWorks Plus application in the browser will bring you to a welcome page. The Welcome

page presents a link to the Eventide NexLog Configuration Manager and MediaWorks Plus. There is also links to documentation. Click on the MediaWorks Plus Icon to navigate to MediaWorks Plus.

MediaWorks Plus will start to load, as shown in Figure 1 below. The first load may take several seconds to load depending on the connection speed. When prompted to login, enter your NexLog User Name and Password, and click OK.

Note that it's possible to configure your NexLog recorders landing page to be MediaWorks

Figure 1. MediaWorks Plus loading and login screen



1.3. Locating and Organizing Recordings

The typical process for finding and organizing recordings includes the following steps:

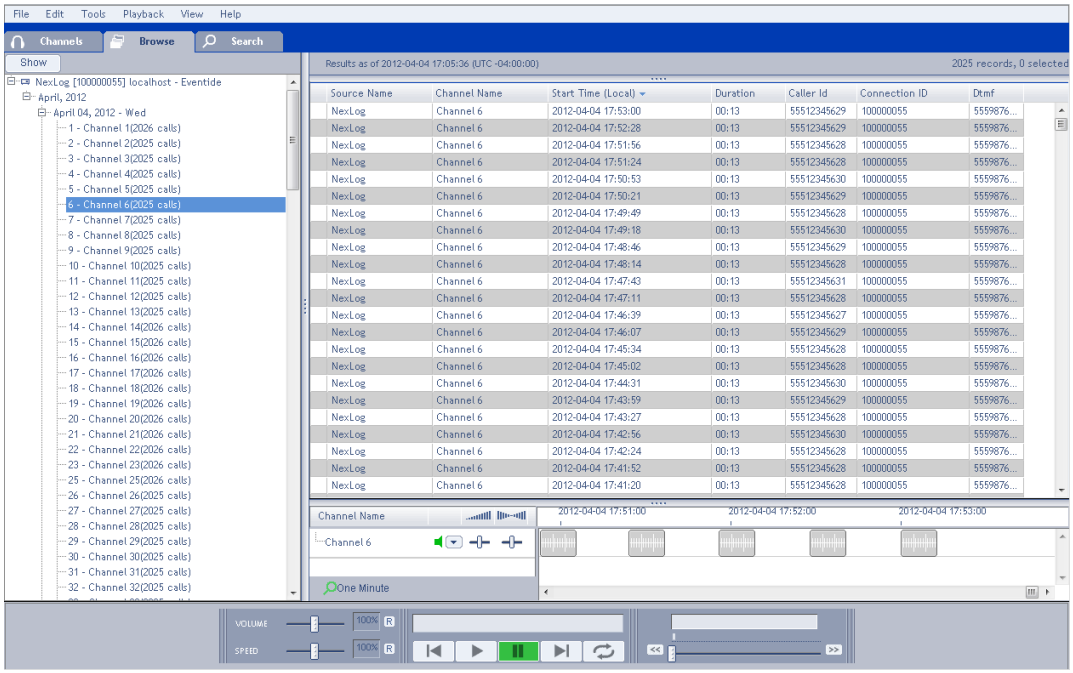
- Browse or search for recording data on the recorder.
- Create and save Incidents by selecting individual recordings or groups of recordings and organizing them into incidents.
- Export the data in a variety of formats.

1.3.1. Browsing for Recordings

The simplest method for locating recordings on the recorder is provided by the **Browse** tab, Figure 2. When viewing the Browse tab, the connected source appears in the left. Below the source, a list of months corresponding to the

available data on the recorder will appear after you click on the + sign next to the source. Clicking on a + sign next to a month will display all of the days in that month that data was recorded. Clicking on a + sign next to a day will open a list of channels on that recorder that contain the data for the day selected. When you click on a channel, MediaWorks Plus retrieves the recordings for that channel and displays them in the upper right pane.

Figure 2. Browse Tab



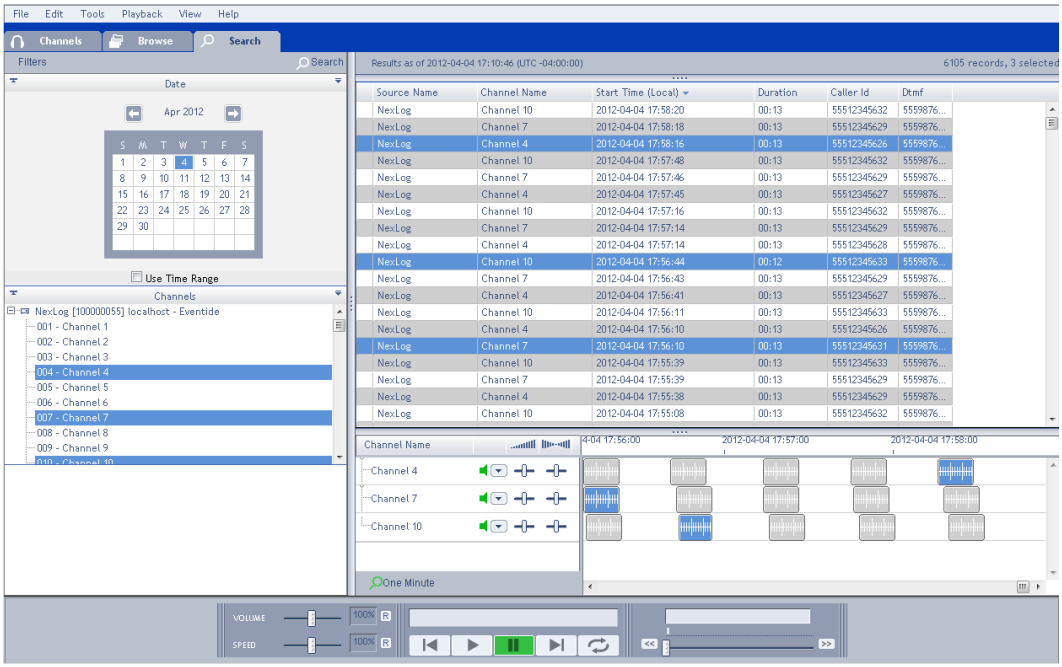
To retrieve recordings for a different day, expand the tree for the appropriate day and click on the desired channel. The recordings for that channel will then be retrieved and displayed.

The Browse tab can display the list of channel in two modes: Channel Name or Channel Number. The default is Channel Number. To change the display mode, click on **Show...** at the top of the left pane and select the mode from the drop-down menu. When viewing the information by **Channel Number**, each physical channel on the recorder will be listed with its channel number. When viewing by **Channel Name**, each channel on the recorder will be listed with its Channel name.

1.3.2. Searching for Recordings

MediaWorks Plus provides a powerful interface for advanced recording retrieval in the **Search** tab. When viewing the Search tab, a list of search criteria in the form of Filters is provided in the left pane. Clicking on **Filters...** at the top of the pane displays a drop-down list of filters.

Figure 3. Search Tab



Each element of a search is contained within a search "panel" in the left pane of the Search tab. The **Date** and **Channel** panels are always required, so you must provide, at a minimum, a value for these criteria to conduct a search for recordings. When more filters are added, additional panels will appear as needed. If necessary, scroll the search panel to view the additional panels. Each filter panel can be compressed or expanded by clicking on the arrow located in the upper left corner of the pane.

Creating a Search

To create a search, first select one or more days from the Date filter area. Dates can be selected by clicking on the calendar (default), or by specifying a date range or relative time period. To change the way a date filter is specified, click the down arrow in the upper right corner of the Date filter panel and choose the desired mode from the drop-down menu. The modes include Calendar (default), Date Range, and Relative.

In the Calendar mode, you can select recordings across more than one month, as follows: After selecting one or more days in one month in the calendar, click the forward or backward arrow to navigate to a different month. While holding the Ctrl key down, select additional days in the second month.

In the Calendar mode, you can also select a continuous range of dates across more than one month, as follows: Select the earliest date, click the forward arrow to navigate to the next month, hold down the Shift key, and select the last date.

Next, one or more channels can be included in the search by selecting them in the Channel filter panel below the Date panel. The Channel filter displays channels for the recorder. Any number of channels can be selected. Channels can be selected by Channel Number (default) or by Channel Name. To change the way the Channel filter is displayed, click the down arrow in the upper right corner of the Channel filter panel and choose the desired mode from the drop-down menu.

Initiating a Search

To initiate a search, click on the **Search** button at the top right in the Search pane. All recordings that meet the search criteria will be displayed in the tabular record view (in the right pane).

1.3.3. Using Additional Filters

You may narrow your search by specifying additional filters, such as **Call Length** or **Protected**. To add an additional Search filter, click on **Filters...** and select a filter from the drop-down list. The selected filter will be displayed below the Channel filter area. More filters can be added, if necessary. Each new filter will appear as an additional panel.

Note: Some additional filters are standard on all recorders and will always appear on the drop-down list. Other additional filters depend on the custom fields included in the recording table. Some or none of these filters may be included on the drop-down list of your recorder.

To remove a filter, click the X button which appears in the title bar of each optional filter. Alternately, deselect the filter from the **Filters...** drop-down list. Once removed, the filter will not be used in subsequent searches.

Standard Additional Filters

The following standard additional filters appear in the Filter drop-down list of all recorders.

Call Length

Enter the minimum and maximum call durations. MediaWorks Plus will search for all recordings equal to or between these values.

Call Note

Enter text in the **Note** box. MediaWorks Plus will perform a search for all recordings that contain this text string in the **Notes** field. Check the **Case sensitive?** box if you wish to make the search match case as well.

PIN

For installations that use a PIN code, enter the PIN number. MediaWorks Plus will include this as part of the search criteria.

Protected

Search for all recordings that are protected, or all recordings that are unprotected.

Telephone

Enter the telephone number digits. Check the **Search DTMF** box to find recordings which match the telephone number in the DTMF field. Check the **Search Caller ID** box to find recordings which match the telephone number in the Caller ID field.

Call Direction

This filter only applies to recordings that contain data in the Caller ID or DTMF fields. Enable **Incoming** to find recordings that match incoming calls. Enable **Outgoing** to find recordings that match outgoing calls. Enable **Unknown** to match recordings that could not be identified as either incoming or outgoing. Enable **Use DTMF and Caller ID to determine** to use heuristics on the data in the Caller ID and DTMF fields to determine call direction.

Suppressed

Check **Show suppressed** to search for recordings that were suppressed on the recorder. Check **Show unsuppressed** to search for recordings that were unsuppressed on the recorder. Check **Show forced** to search for recordings that were forced into recording on the recorder.

Audited

Check **Show accessed** to search for recordings have had their data accessed by client applications. Check **Show not accessed** to search for recordings that have not had their data accessed by client applications.

Deleted

Click on **Show deleted** to search for recordings that do not have audio data associated with them (as may happen when the recorder purges data periodically to maintain free-space for newer calls. Click on **Show not deleted** to search for recordings that do have audio data associated with them.

Custom Additional Filters

These additional filters are based on the custom fields that have been added to the call properties for a particular recorder. Enter the string as it appears in the **More** tab of the **Call Properties** screen.

Following are some typical examples of additional custom filters which may or may not appear in the Filter drop-down list of your recorder, depending on your particular custom fields.

City

Search for recordings that have a specific city name associated with them. Enter the city name string the **Search for:** box.

Customer Name

Search for recordings that have a specific customer name associated with them. Enter the customer name string in the **Search for:** box.

Geo-Fence

Search on a map for data occurring inside one or more geometric shapes. This feature must be enabled on the recorder and location data must be provided. See additional information in Section 1.9: Geolocation Features: Geo-Display and Geo-Fence.

Radioid

Search for radio call recordings that have Radioid information associated with them. Enter the Radioid string in the **Search for:** box.

State

Search for recordings that have a specific state associated with them. Enter the state string in the **Search for:** box.

Street Address

Search for recordings that have a specific street address associated with them. Enter the street address string in the **Search for:** box.

Subject

Search for recordings that have a specific subject associated with them. Enter the subject string in the **Search for:** box.

Talkgroup

Search for recordings that have a specific talk group associated with them. Enter the talk group string in the **Search for:** box.

Time

Search for recordings that have a specific time associated with them. Enter the time string in the **Search for:** box.

User Id

Search for recordings that have a specific user ID associated with them. Enter the user ID string in the **Search for:** box.

1.4. Viewing and Playing Recordings

After you have found and organized recordings you may view and play the recordings.

1.4.1. Viewing Recordings

Recordings displayed in the Browse, Search, or Incident tabs are shown in two different ways simultaneously. The first is a simple tabular list displayed in the upper right-hand pane, called the record view. This view can be customized in that it supports a number of different column and sorting options. The second is a graphical chart of recordings displayed in the lower right-hand pane referred to as the timeline. The timeline can also be customized, but only supports a single method of displaying the recording data by time.

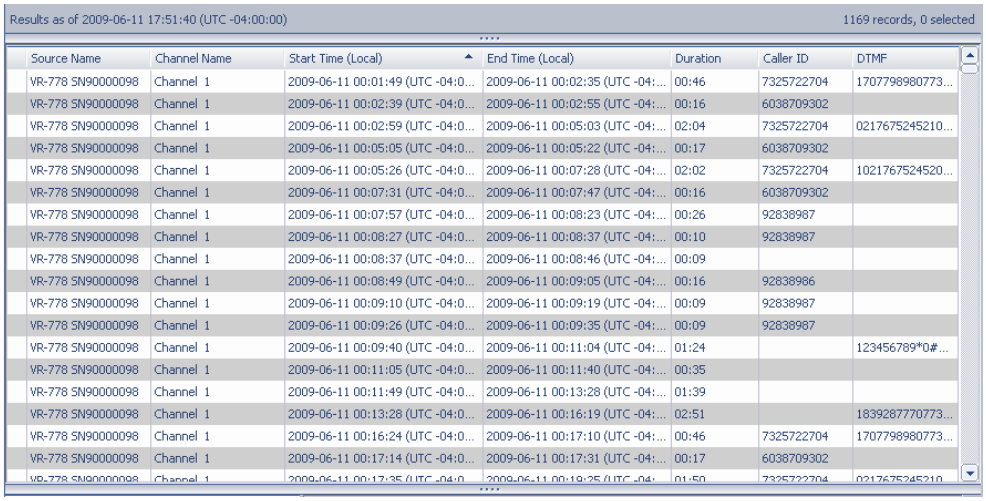
Together, the record view and timeline view provide a comprehensive look into the same set of data. Selections between the two views are synchronized; any recordings selected in one are automatically selected in the other. Similar operations may be performed from each view, including playback and export.

1.4.2. The Record View

The record view in the upper right-hand pane presents recording data in tabular format. You may sort the information by clicking on the appropriate column heading. A small arrow will indicate the sort direction. To reverse the sort, click the column heading again. Columns can also be reorganized. Click and drag any column heading to a new position. The type and number of columns can also be customized. Right click any column heading and a menu of available column names will appear. You may add or delete a column from this menu.

To reset the columns to their user-defined default values, select the Reset to Default option.

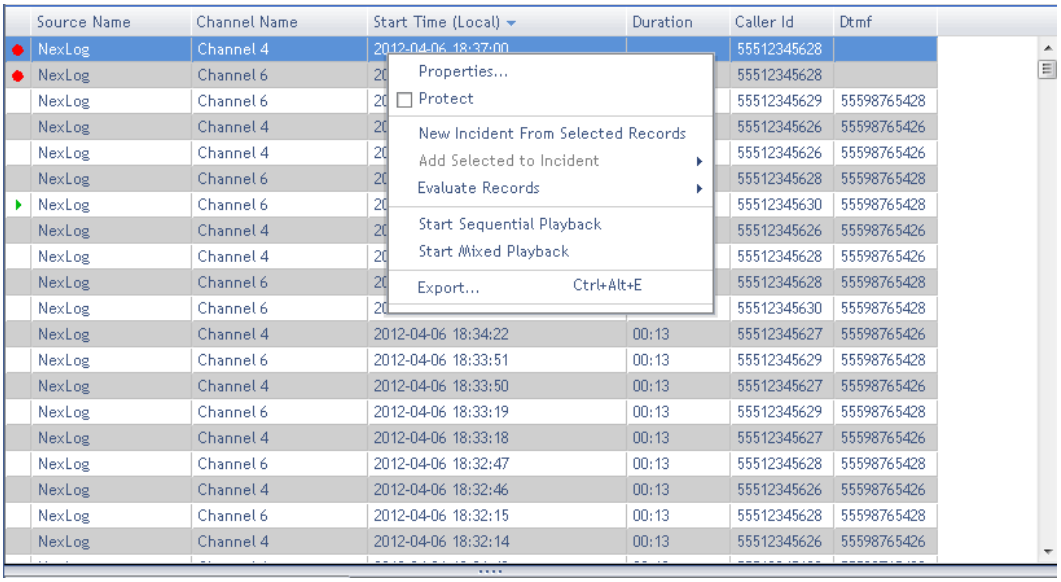
Figure 4. Record View



1.4.3. Record View Menu Options

Selecting a recording in the Record view and then right-clicking on that recording causes the Record View menu to appear.

Figure 5. Record View Menu



The Record View menu selections include:

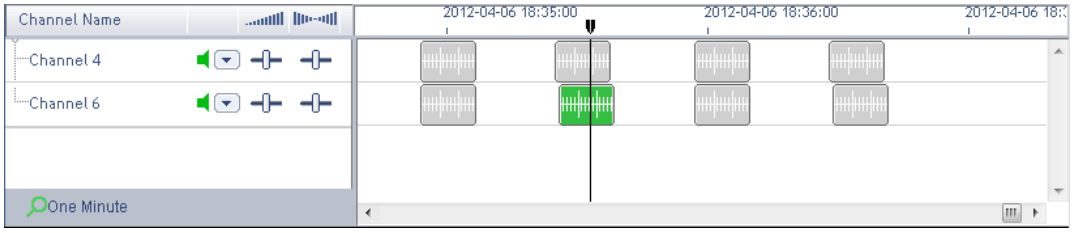
- **Properties** – See Section 1.6.1. Call Properties Screen
- **Protect** – Checking this box prevents the selected recording from being deleted.

- **New Incident from Selected Records** – See Section 1.5 Creating an Incident.
- **Add Selected to incident** – See Section 1.5.1. Adding and Deleting Recordings from an Incident.
- **Evaluate Records –** Evaluate selected call recordings. See Eventide Quality Factor Software Manual for details.
- **Start Sequential Playback** – See Sequential Playback Mode.
- **Export…** – See Section 1.7. Exporting Recording Data from an Incident.
- **Add Text Annotation** – Add notes to a call, at a specific point in time. See Section 1.6.2 Annotating Calls.
- **Draw Waveform** – Generate a waveform for the recording if it's an audio call. The waveform is displayed in the Timeline View.

1.4.4. The Timeline View

The Timeline view in the lower right-hand pane, Figure 6, shows the same set of recordings that are displayed in the Record view, but presents the recording data in a linear chart. Recordings are organized into groups by channel name and are displayed in chronological order from left to right. The individual recordings are drawn in the timeline in the horizontal direction in relation to their duration. Scroll the timeline to the right (or to the left) to view recordings that are not visible. If more than one channel is represented in the data, scroll the timeline up or down to display channels that may not be initially visible.

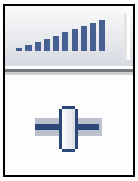
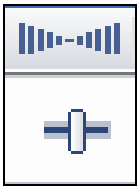
Figure 6. Timeline View-Audio Recording



You can increase or decrease the time length displayed on the timeline. To view more or fewer recordings, click on the small green magnifying glass in the lower left corner of the pane. In the Figure above, it has the words One Minute next to it. Clicking this will open a menu offering a variety of time scales from ten seconds to 1 year. The selected time scale defines the amount of time to be displayed between each "tick" on the timeline. In the Figure above, there are three ticks, each representing the start of a minute.

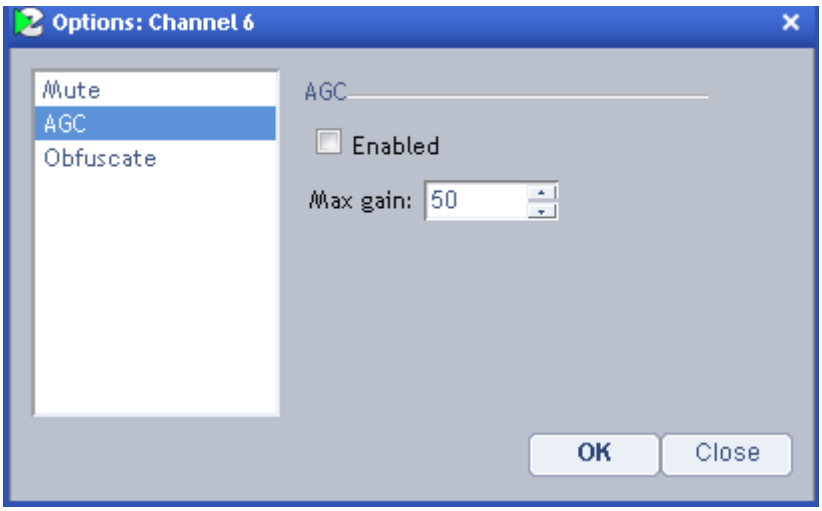
Playback Settings

In the **Channel Name** box on the left there are a number of playback settings that you can set on a channel-by-channel basis. They include:

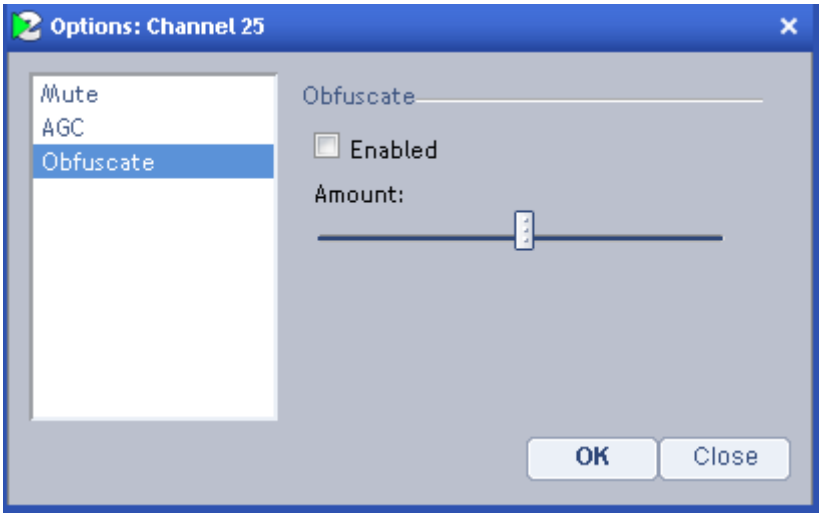
	Mute button - Clicking on the mute button (green speaker icon) to the left of the down arrow mutes the sound on the selected channel. The button will then be grayed out. Clicking on the grayed-out mute button will restore the sound to that channel. Clicking on the down arrow displays a menu with the following selections: • **Options…** - Clicking on this menu item displays an Options dialog box. (See Playback Settings Options below.) • **AGC** – Checking this box will enable automatic gain control on this channel.
	Moving the volume slider left or right decreases or increases the volume for this channel.
	Moving the balance slider to the left increases the volume on the left channel and decreases the volume on the right channel. Moving the slider to the right increases the sound on the right channel and decreases the sound on the left channel. These per-channel sliders allow you to present one or more channels on the left and other channel(s) on the right of a set of stereo speakers (or headphones).

Playback Settings Options

The **Options** dialog box for playback settings allows you to mute the sound on this channel by checking the Enabled box associated with the Mute option.



You can also set the amount of playback automatic gain control for this channel by first selecting the AGC option and then checking the **Enabled** box and selecting a value in the **Max gain:** window. You can choose a relative value from 1 to 100. The default value is 15.



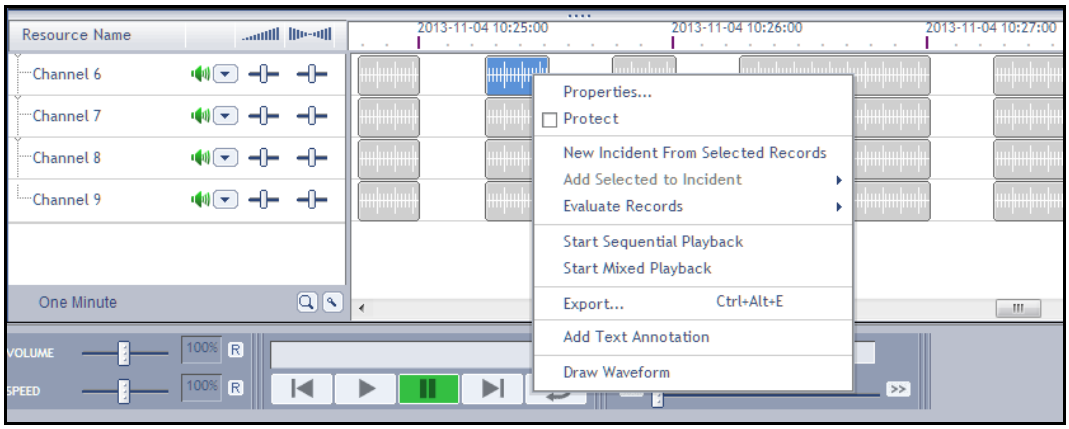
The obfuscate option allows you to garble the sound of voices on the channel so that the identity of the speaker is obscured. The Amount slider allows you to adjust the amount the effect is applied to the audio.

Timeline View Menu Options

Selecting a recording in the Timeline view and then right-clicking on that recording causes the Timeline View menu to appear, Figure 7.

The menu selections are the same as those in the Record View menu. Refer to the Record View Menu Options for information about those menu items.

Figure 7. Timeline View Menu

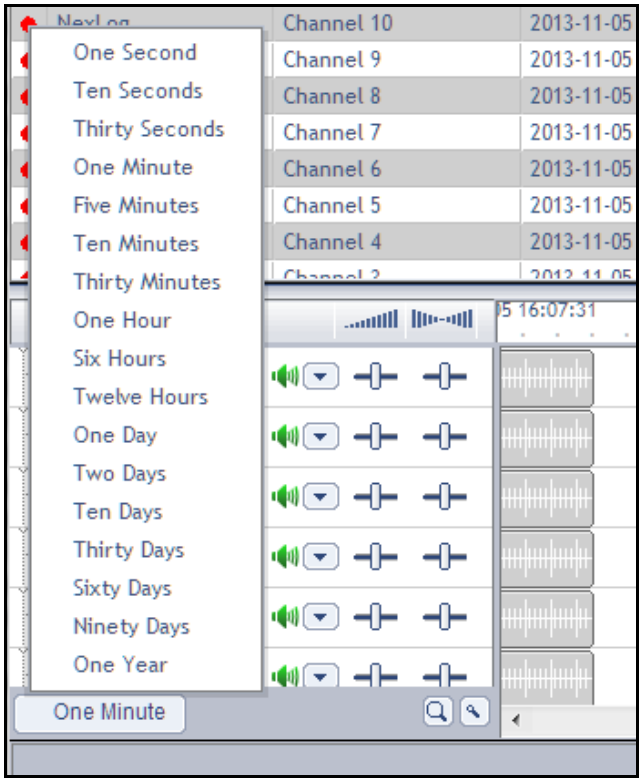


Note: When working in an Incident Tab, there is also a Delete option that can be selected; selecting **Delete** allows you to delete the selected recording(s) from the incident.

Timeline Zoom Options

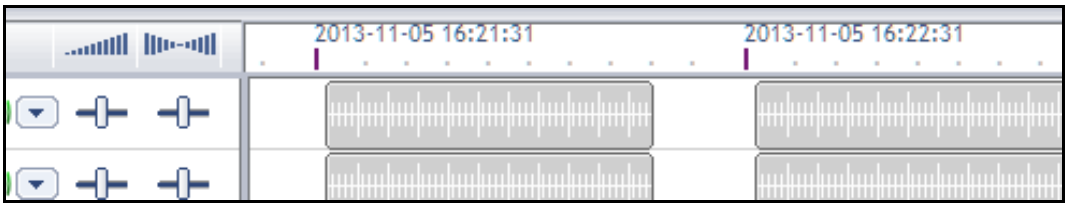
The Timeline has zoom options that let you adjust how much call data you are looking at in a given amount of horizontal space. This ranges in granularity from one second to one year.

Figure 8. Timeline View-Audio Recording



The Timeline has zoom options that let you adjust how much call data you are looking at in a given amount of horizontal space. This ranges in granularity from one second to one year. This grain affects what the distance between two markers on the timeline means. In the example below, the zoom is set to one minute and the dark checkmarks in the timeline are one minute apart:

Figure 9. Timeline at One Minute Zoom Level

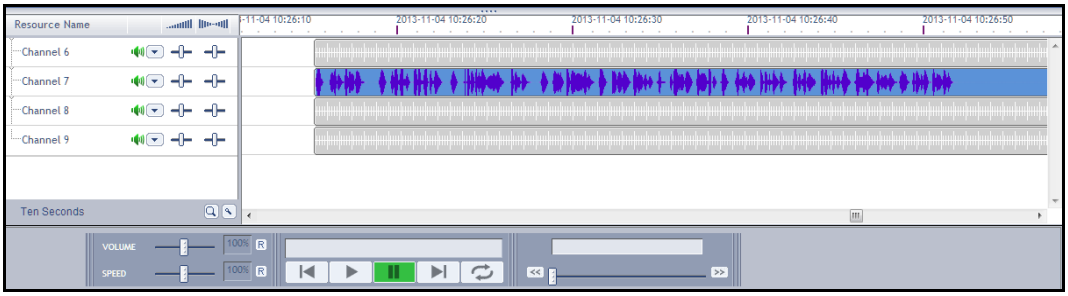


Draw Waveform

Waveforms show you a visualization of an audio call, giving a rough representation of the volume in the file at each point. Waveforms are most useful in Incidents, where calls can be redacted, and in an incident, waveforms are automatically drawn. However, you can request a waveform for any audio call in any timeline.

From the Timeline View context menu, there is an option to Draw Waveform. Selecting this will draw the waveform and the call record will update in the Timeline to show it:

Figure 10. Call in Timeline with Manually Requested Waveform.



1.4.5. Playing Audio Recordings

Once you have located recordings from the Browse, Search, or Incident tabs, you have a number of options for playing the recordings. The following information describes the options for playing recordings in the **Sequential** mode. In this mode, recordings are played one recording at a time, in the order in which they appear in the record list. To change the play order, sort the list of recordings differently. Playback will adapt to the new sequence. For information about playing recordings in the **Mixed** mode, see Section 1.4.8. Playback Modes.

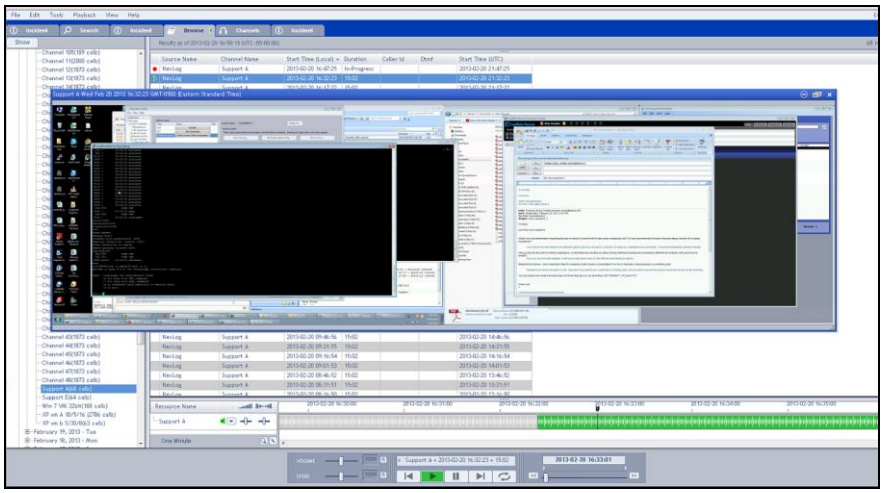
To begin playing the audio from a recording, press the Play button in the Playback console at the bottom of the screen (see Section 1.4.7. The Playback Console). The first recording in the list will begin playing. To indicate which recording is currently playing a green arrow appears to the left of the recording in the Recording pane.

Alternatively, select a recording and press **Enter** on the keyboard to begin playback, or press the **Spacebar** on the keyboard to begin, pause, and resume playback. Once the first recording in the list has been selected, the **Spacebar** can only be used to pause and resume play. To select another recording, highlight the recording in the Record view or in the Timeline view and press the **Enter** key or double-click on the new recording. The recording will start playing immediately. Use the Spacebar or Pause button to stop playback and the Spacebar or Play button to resume playback.

You may also use the sub-menu items in the Playback menu to control playback or right-click the desired recording and select **Start Sequential Playback** from the drop-down menu.

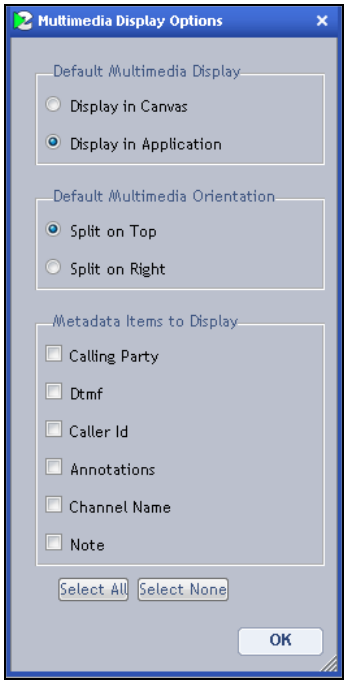
1.4.6. Playing Screen Recordings

Figure 11. Screen Playback



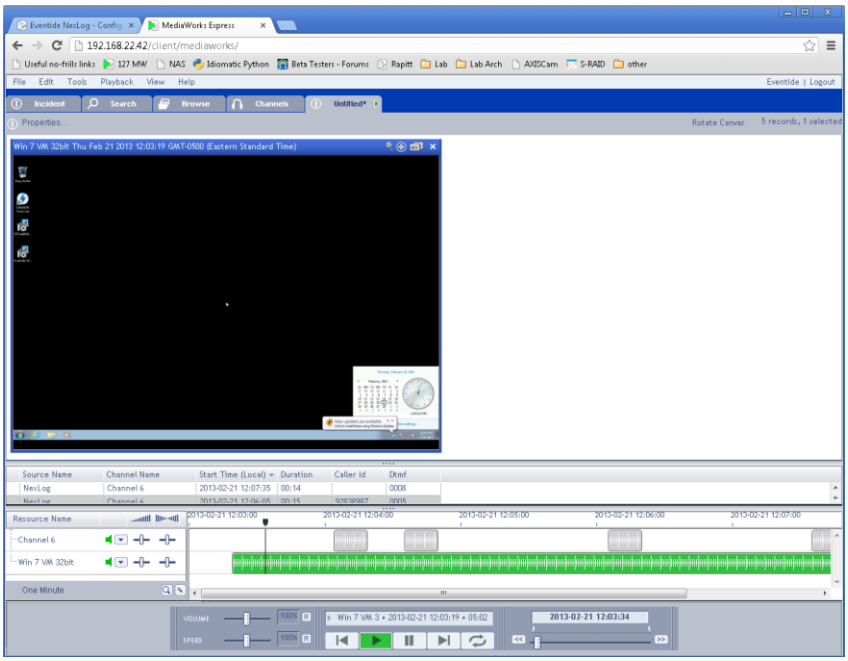
Screen recordings can be played back in the same way as Audio calls, but there are additional options that relate to specifically to screens. These options are configured via the Multimedia Display Options window you can access via the View menu:

Figure 12. Multimedia Display Options



This allows you configure how multimedia recordings will be played back, and also allows for configuring the real-time display of Metadata, discussed below. Display in Application is shown above in Figure 9; the screen recording plays back in a floating window inside the MediaWorks Plus browser window. Display in Canvas looks like this:

Figure 13. Canvas at Top



A panel appears above or to the right of the search results (depending on the Multimedia Orientation setting). This panel is called the Multimedia Canvas. It can also appear to the right of the call list:

Figure 14. Canvas to the Right

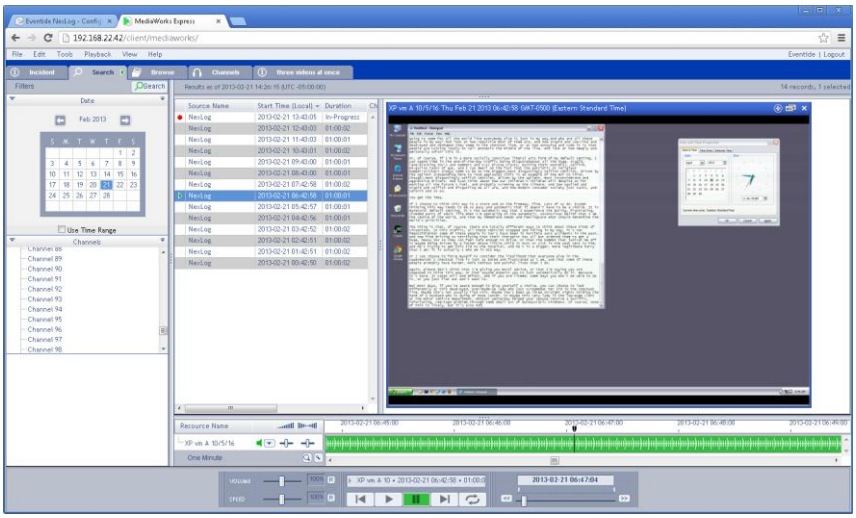
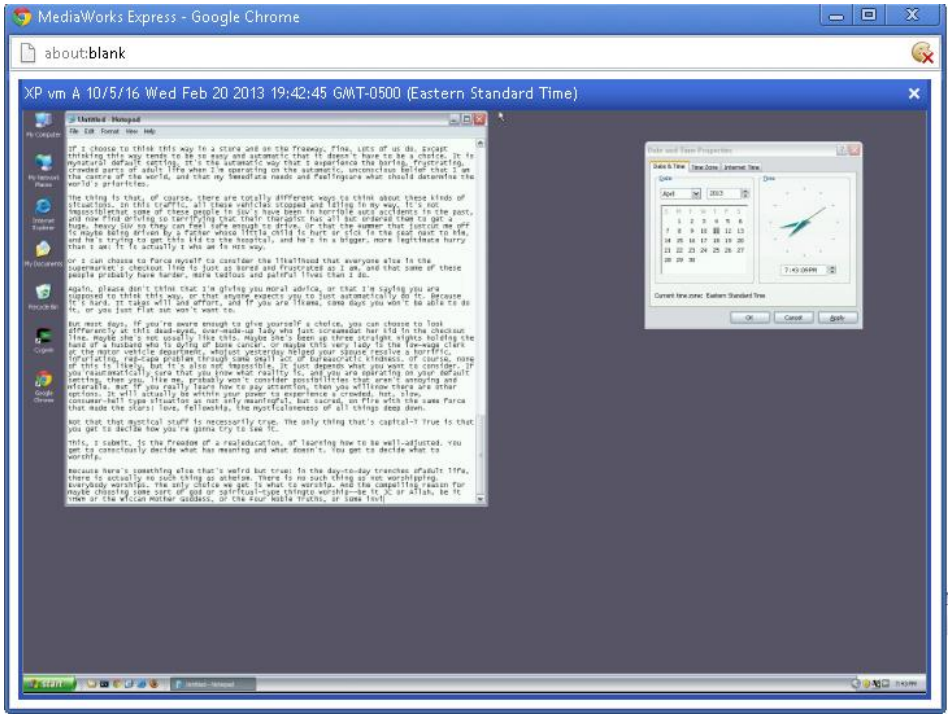


Figure 15. Media Window Controls (Detail)

The top right corner of the media window contains these three buttons: Pop out to Application, Pop Out to External Window, and Close. If popped out to the application level, the first button will show a minus sign for “Collapse into Multimedia Canvas.”

Figure 16. Media Window Popped Out



When popped out to an external window, the multimedia record is still controlled by the Playback Console in the main MediaWorks Plus window. It also just has an X for Close in the upper right corner, which will pop the call back into the main window.

Figure 17. Real-Time Metadata Panel

Metadata
DTMF : 0005 • CALLER_ID : 92838987
DTMF : 0007 • CALLER_ID : 92838987
DTMF : 0009 • CALLER_ID : 92838987
DTMF : 0001 • CALLER_ID : 92838987
DTMF : 0004
DTMF : 0003 • CALLER_ID : 92838987
DTMF : 0009 • CALLER_ID : 92838987
DTMF : 0007 • CALLER_ID : 92838987
DTMF : 0001 • CALLER_ID : 92838987
DTMF : 0007 • CALLER_ID : 92838987

The Metadata Panel shows a list in chronological order of the metadata associated with calls played back from this search, browse or incident. The line in bold is the current or most recently played call. This lets you highlight the specific metadata you want to keep track of as you play calls.

1.4.7. The Playback Console

The Playback Console, located at the bottom of the browser window (Figure 16), allows you to control all aspects of playing recordings. From the Playback Console you can adjust the volume and speed of the recording(s) being played:

- **Volume** – Use this slider to increase or decrease the master audio volume. Moving the slider to the right increases the volume; moving it to the left decreases the volume. Pressing the R button to the right of the slider will reset the slider to the default center position.
- **Speed** – Use this slider to increase or decrease the playing speed of the recording(s). Moving the slider to the right increases the speed; moving it to the left decreases the speed. Pressing the R button to the right of the slider will reset the slider to the default position of "100%."

Figure 18. Playback Console

The buttons in the center of the console include (from left to right):

- **Previous Recording** – If playback is less than 3 seconds into the recording, moves to previous recording in the selected sequence. If playback is more than 3 seconds into the recording, resets to the start of the current recording.
- **Play** – Plays any highlighted recording, or resumes playback after pausing.
- **Pause** – Pauses playback.
- **Next Recording** – Moves to the next recording in the selected sequence.

- **Loop** – Loops playback for the selected recording or recordings. For sequential playback, this is the beginning and end of a recording or the loop boundary settings within a single recording. For mixed playback this is the loop boundary settings anywhere within the timeline.

To the right of the console are the following additional tools:

- **Slider** – The slider on the right side of the console allows you to change the playback position. This is known as scrubbing. You can scrub at any time during playback. To quickly move to a different spot within a recording, click and drag the scrub slider. While scrubbing, keep track of the position by watching the playback time indicator.
- **Skip** - The double-arrow buttons on each side of the slider allow you to **Skip Forward** (>>) or **Skip Back** (<<).

While a recording is being played, its attributes scroll from right to left in the area above the playback controls. This information includes recording time, length of the recording, the recorder from which the recording was retrieved, and the recording's channel number.

1.4.8. Playback Modes

MediaWorks Plus supports two modes of playback: sequential and mixed. Recording data can be streamed from an Eventide recorder or from a remote incident containing embedded audio data. Optionally, playback can be modified to include "talking time" information at the start of each recording.

Sequential Playback Mode

Sequential playback occurs on one recording at a time. The order in which recordings play is determined by the record view. To change the order in which sequential playback operates, change the sort order of the record view.

To begin sequential playback, select **Start Sequential Playback** from the right-click context menu in the Record view or Timeline view. Alternatively, you can double-click a recording or highlight a recording and press the Enter key.

Mixed Playback Mode

Mixed playback will play back recordings in the timing that they actually occurred. Mixed Mode playback is also referred to as 'real time playback'. The order in which recordings plays is determined by the start time of the recording. Mixed playback always proceeds in time order, from earliest to latest. If you are examining recordings from multiple channels, the case may be that multiple recordings occur at the same or overlapping times.

For example, if audio was recorded on a channel named "Dispatch 1" at the same time audio was recorded on a channel named "Emergency 5", the audio for

both recordings will be played back at the same time. When audio is playing in Mixed mode, you can easily follow the progress in the timeline, which highlights all playing recordings across all channels.

Mixed Playback of a Single Resource/Channel

Single timeline resource/channel can be played back in mixed mode. This is useful for playing back a single talkgroup or resource while looking at search results or instant recall on more than one timeline resource at a time. In order to active Single Resource mixed playback hold down the Ctrl key while viewing the properties menu and select “Select Resource Mixed Playback.”

Mixed Playback of Currently Selected Call Records Only.

You can playback only a selected subset of calls in the timeline, in mixed mode. Use Ctrl+click to select multiple calls from the timeline or the call list, and then right click one of the selected calls and choose “Start Mixed Playback.” This will then play in real time all of the selected calls and no other calls.

Quick Playback from Timeline Header: Click to Play.

You can click in the timeline header (where the time is displayed along the top) to start mixed playback at any point. We call this “click to play.” If you have started calls in sequential mode, a click to play will follow suit and play in sequential mode. You can switch it back to Mixed by right-clicking in the Timeline header and selecting “Start Mixed Playback.”

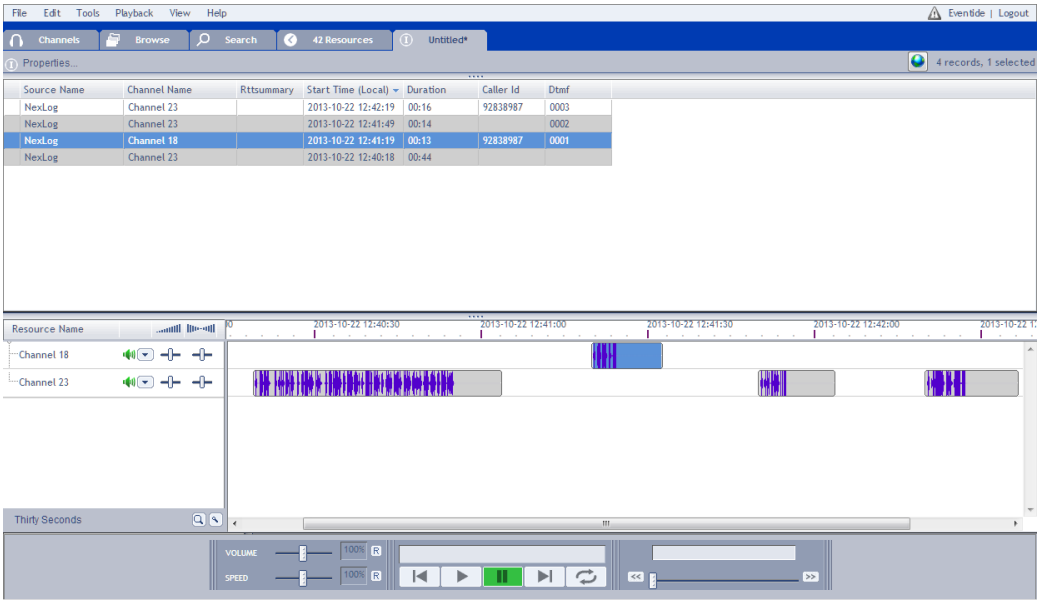
1.5. Creating an Incident

In MediaWorks Plus, an incident contains a group of related recordings. To find recordings, see Section 1.3.1. Browsing for Recordings and Section 1.3.2. Searching for Recordings. Once a set of recordings has been found, the next step is to group them into related sets known as “incidents.” New incidents can be created from a selection of recordings, and additional recordings can be appended to existing incidents. Incidents form the foundation for many of the other MediaWorks Plus functions, such as exporting recording data. Incidents can also be shared with other users by emailing them or saving them to a shared location on the Eventide recorder.

Incidents can be stored remotely on the recorder. To create a new incident, select **New Tab** from the **File** menu and then select **Incident** from the drop-down list. An empty Incident tab labeled “Untitled” will be created. To create a new incident with an initial set of recordings, first select the recordings from the Record view or Timeline view. Then right-click and select **New Incident from**

Selected Records from the drop-down menu. A new incident tab labeled "Untitled" will be created containing the recordings you selected.

Figure 19. Incident Tab



An incident can also be populated with recordings in several other ways. From the Browse or Search tab, a group of recordings can be copied to an incident tab using drag-and-drop. With the Browse or Search tab open, select one or more recordings. Then click the selected recordings and, while holding the mouse button down, drag the recordings to the new Incident tab. Release the mouse over the Incident tab and the recordings will be added to that incident.

1.5.1. Adding and Deleting Recordings from an Incident

Once created, an incident can be further expanded or reduced. To add recordings to an open incident, first select the desired recordings from the Browse or Search tabs, or another Incident tab. Once selected, click and drag the selection to the destination Incident tab and then release it. The recordings will be appended to that incident.

Alternatively, after having selected the recordings you wish to add, right-click the selection and choose **Add to incident** from the menu that appears. A submenu lists all possible destination incidents. Select the desired incident and the recordings will be appended to it.

To delete recordings from an incident, select the recordings you wish to delete from the Incident tab they are associated with and select **Delete** from the **Edit** menu. Alternatively, you can right-click the recording selection and choose **Delete** from the menu that appears.

1.5.2. Saving an Incident Remotely

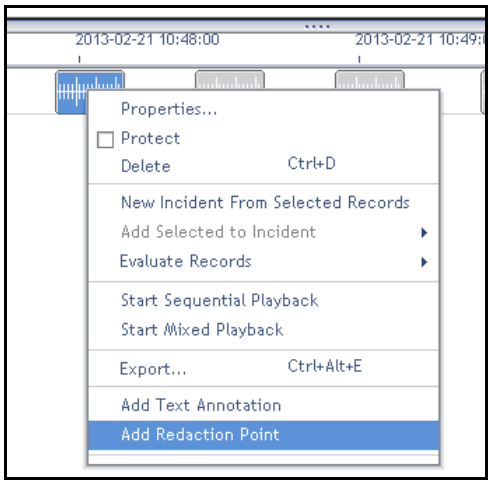
To save an incident remotely on the source recorder, first make sure the Incident tab is selected. Also, check that all recordings in the incident belong to the same recorder. Then select **Save Incident** from the File menu. If this is a new incident, when the Save Incident dialog box appears, choose the Remote tab and check that the correct recorder is listed in the Recorder box. The incident will be saved to the selected recorder.

Optionally, check the **Shared** box to allow other users connected to the recorder to open the incident after it is saved. Check the **Protect Calls in Incident** to automatically mark all recordings as protected when saving the incident. Enter an **Incident Name** and then click **OK**.

1.5.3. Redacting Recordings in an Incident

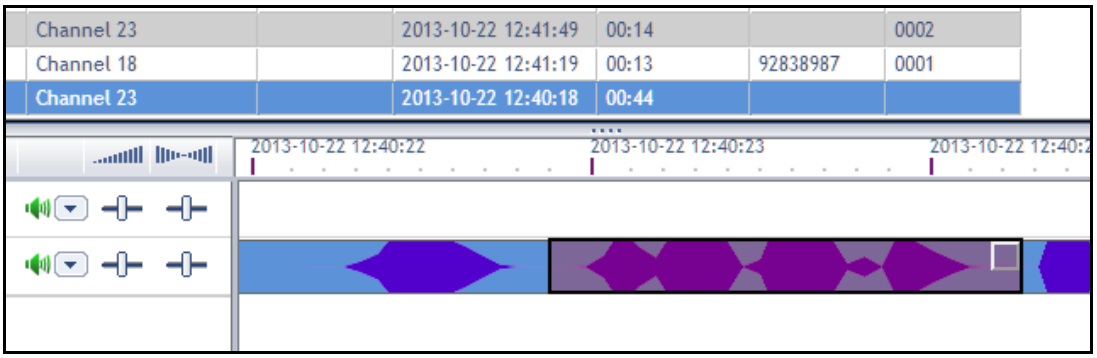
Redaction is an umbrella feature allowing for modifying part of a call's audio, either by replacing it with silence or a tone, or by applying an effect such as obfuscation or automatic gain correction. Obfuscation transforms the original speaker's voice into something clear but not recognizable as a specific person and aims to make identifying a source difficult.

Figure 20. Redaction In Menu



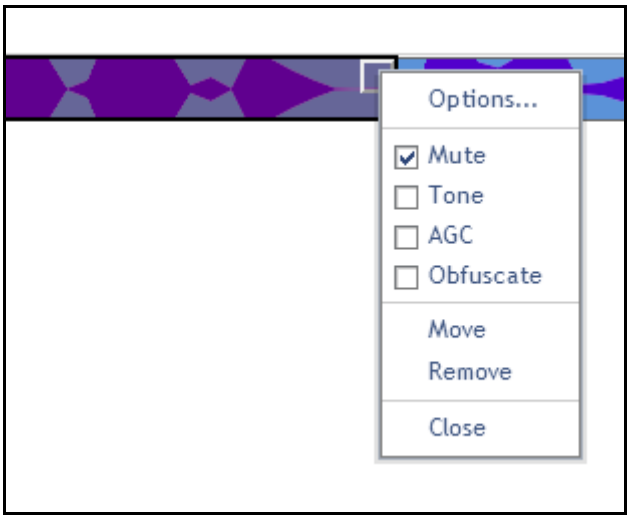
Redaction points are available only for calls organized into an incident. Right-click on a call record to add a Redaction point. This will show up as a purple highlighted space in the call, with a smaller square in the upper right corner. Clicking that square gives the redaction space focus, so you can adjust its duration by dragging the start and end times, or adjust its location by click in the center and dragging it from side to side.

Figure 21. Redaction Area



If you right-click the Redaction area, a Redaction specific menu will pop up. From here, you can open an options menu for this redaction, change the kind of effect to be applied (Mute, Tone, AGC, or Obfuscate), “Move” the redaction by giving it mouse-focus the way clicking the upper right corner would, or remove the redaction entirely.

Figure 22. Redaction Menu

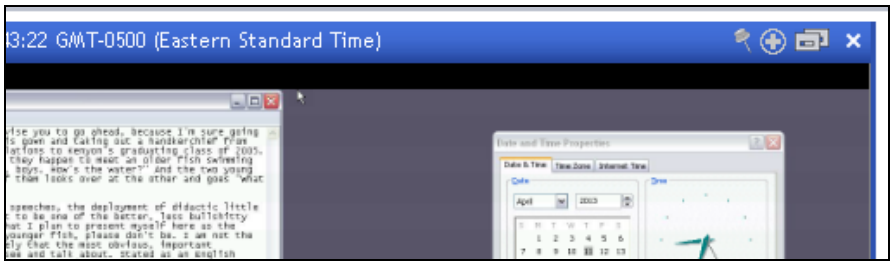


The **Options** for a Redaction include the maximum gain of the AGC, or the kind of Obfuscation. A lower value for Obfuscation modulates pitch downward, and a higher one moves it upwards.

1.5.4. Pinning Media to an Incident

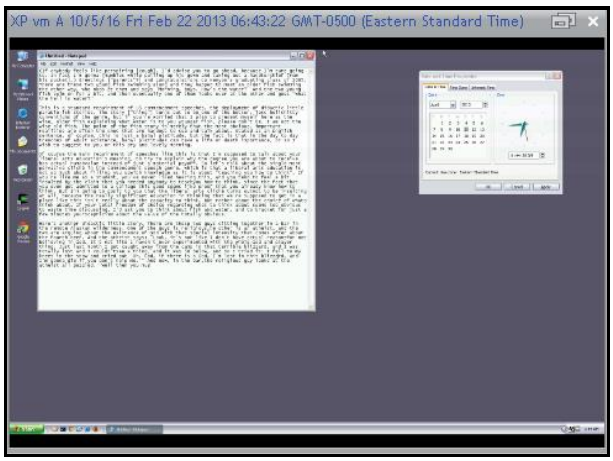
Multimedia in an incident can be “pinned” to the canvas, such that they are always shown when the incident is loaded. This is so that important events in an incident can be highlighted for future research. In an incident, a multimedia record, such as a screen capture, will playback in a panel that has these options in the upper right corner:

Figure 23. Multimedia in an Incident (Detail)



The left most of these icons is the Pin to Incident button. If you click this, the frame around the media will turn grey and the Pin to Incident and the Pop Out to Application will disappear:

Figure 24. Pinned Multimedia in an Incident (Detail)



1.6. Updating Recordings

Once recordings have been collected into incidents, there are a number of ways to examine their properties. Examine detailed properties for any recording by right-clicking a recording and selecting Properties from the menu. The Properties dialog box will appear, allowing you to add information such as notes and to access the audit history of the recording.

Any notes modified in this dialog box are saved back to the recorder on which it originated. Similarly, changing the Protected status of a recording updates the recording's status on the source recorder.

1.6.1. Call Properties Screen

The Call Properties screen lists the attributes of the selected call recording and includes the following tabs:

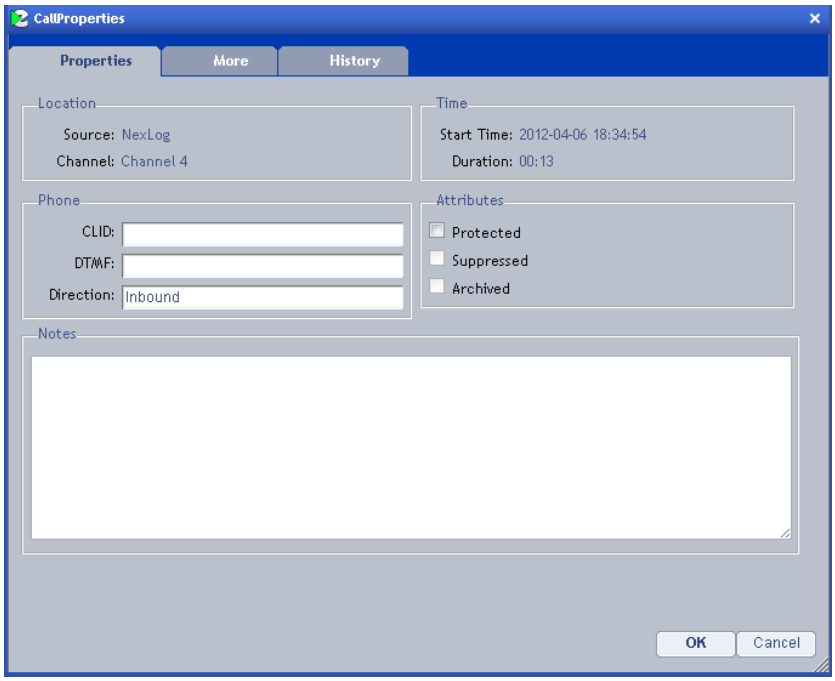
- Properties – provides information about the call properties. See Figure 23.
- More – allows you to add information about the call. See Figure 24.

- History – Provides a history of the call. See Figure 25.

Call Properties Screen – Properties Tab

The **Properties** tab provides detailed information about the recording's location, time, and phone. You may add information about the recording in the **Notes** box. Check the **Protected** box in the Attributes section to prevent the recording from being deleted.

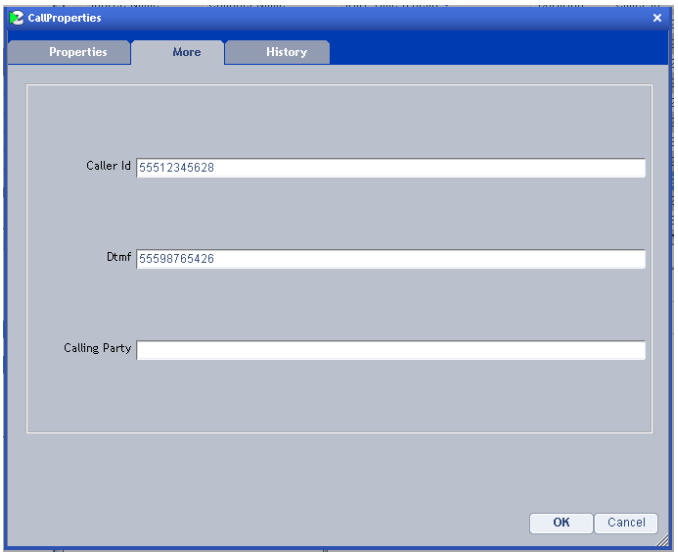
Figure 25. Call Properties Screen –Property Tab



Call Properties Screen – More Tab

The **More** tab includes the custom fields specific to your recorder that contain additional information about the recording. From this screen, you may edit any of the custom field information.

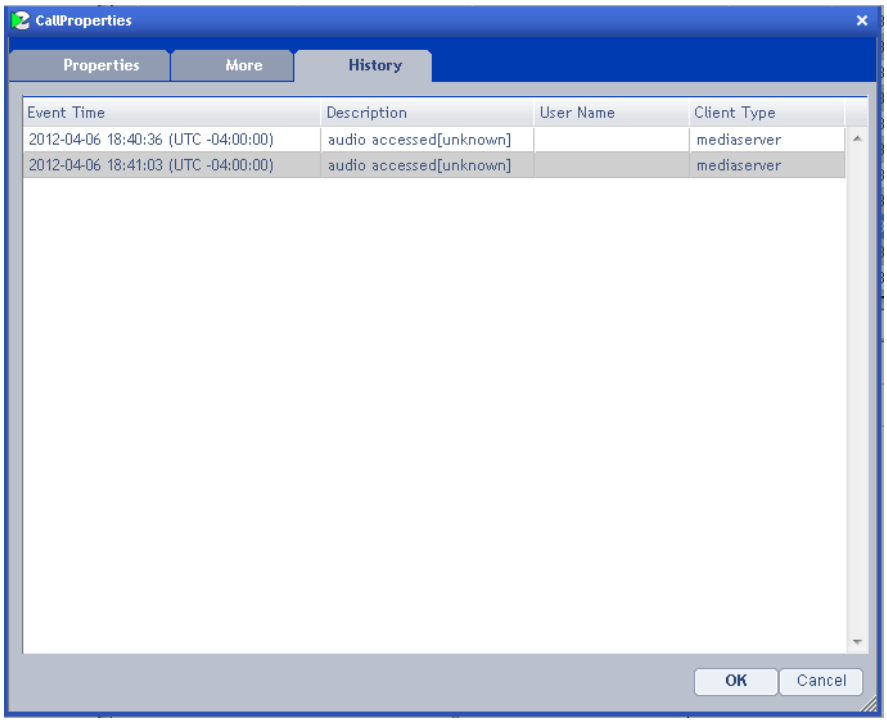
Figure 26. Call Properties Screen –More Tab



Call Properties Screen – History Tab

The **History** tab provides an audit history of each time this recording has been accessed, including the related user information.

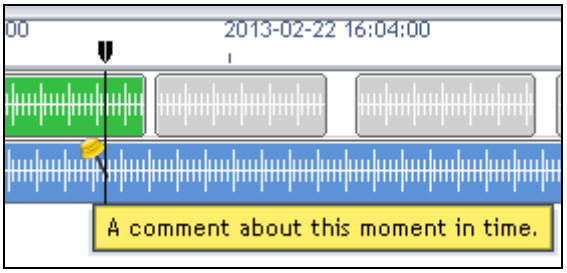
Figure 27. Call Properties Screen –History Tab



1.6.2. Annotating Calls

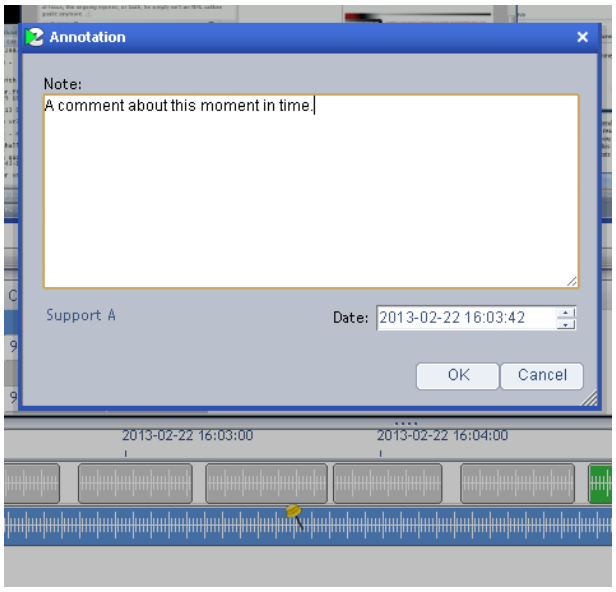
Annotation allows you to make notes in a recording at the precise time in the recording that is of interest. For example, you can mark where someone on the line starts yelling, or when a sound in the background caught your attention. Annotations are visible on the timeline as a little yellow pin marker, and if you hover your mouse over them, the text will pop up, in this case “A comment about this moment in time.”:

Figure 28. Annotation in the Timeline



Annotations are paired to the call, so the pin will be visible in any search, browse or incident that includes it. To add an annotation, right-click on the call and select Add Text Annotation. This will open the Annotation editor, with the Date set to the time of where you initially clicked.

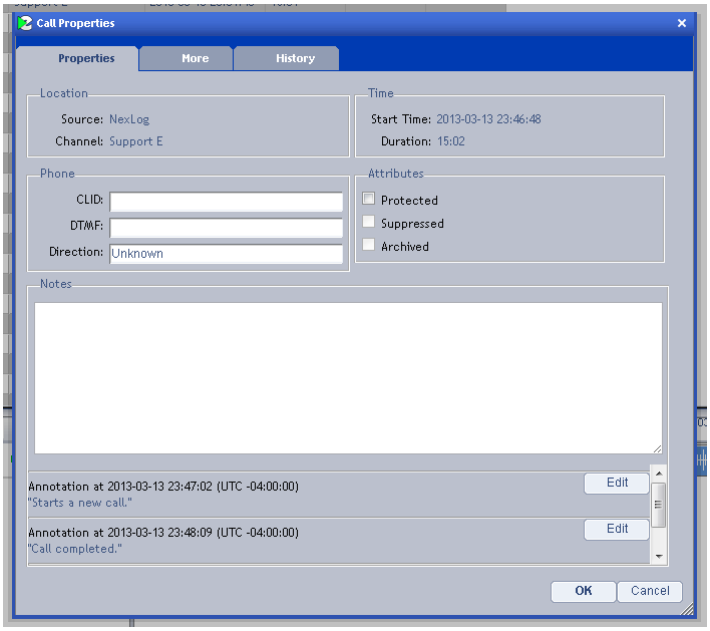
Figure 29. Editing an Annotation



You can adjust the time alignment by configuring the date in this window.

When looking at the properties of a call record that has been annotated, a list of these annotations will appear at the bottom of the properties window.

Figure 30. Properties showing Annotations



1.7. Exporting Recording Data from an Incident

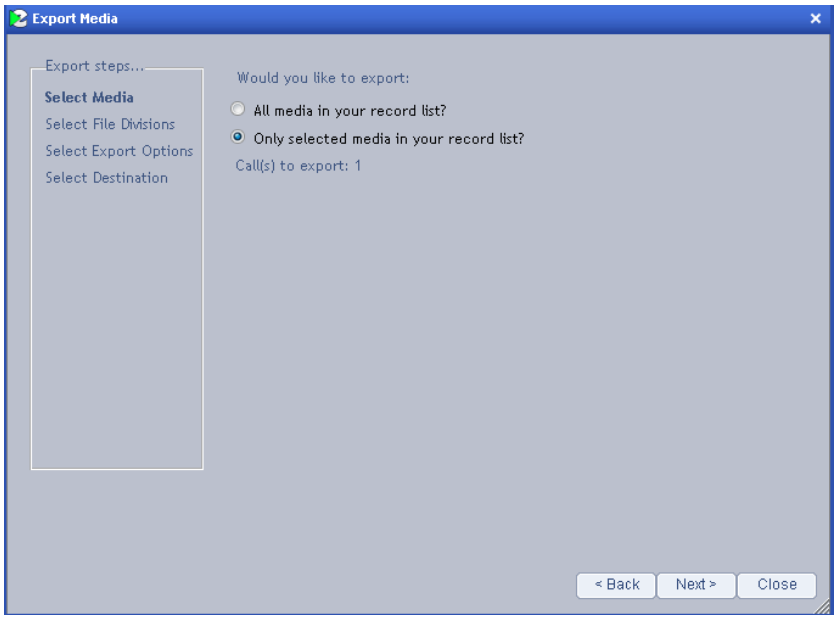
MediaWorks Plus can export recording data from a recorder in a number of different formats. Although you can export from the Search and Browse tabs, the preferred way to export data is to first create an incident containing the recordings you wish to export. Refer to Section 1.5 Creating an Incident for additional information. Once an incident has been created, select **Export...** from the Tools menu. The **Export Media** dialog box will appear, Figure 29. You can also right-click on the selected recordings in the Record view and choose **Export...** from the menu.

1.7.1. The Export Dialog Box

To export recordings:

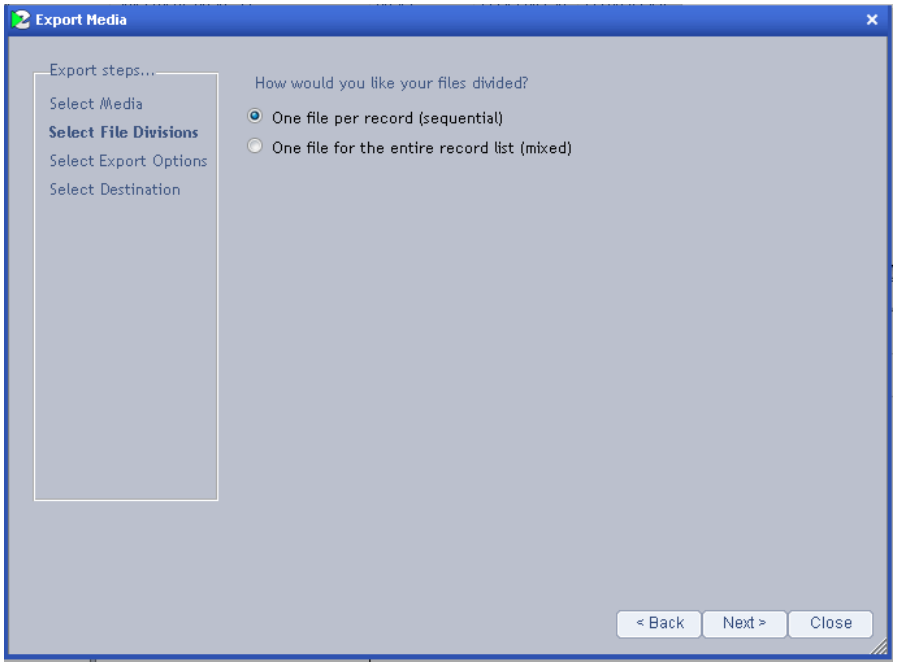
1. The first step in the **Export Media** dialog box, **Select media,** will be highlighted. Select **All media in your record list?** to export the media for all of the recordings in the incident, or select **Only selected media in your record list?** to export only selected recordings in the incident. Make your choice and then click the **Next >** button.

Figure 31. Export Media Dialog Box Step 1



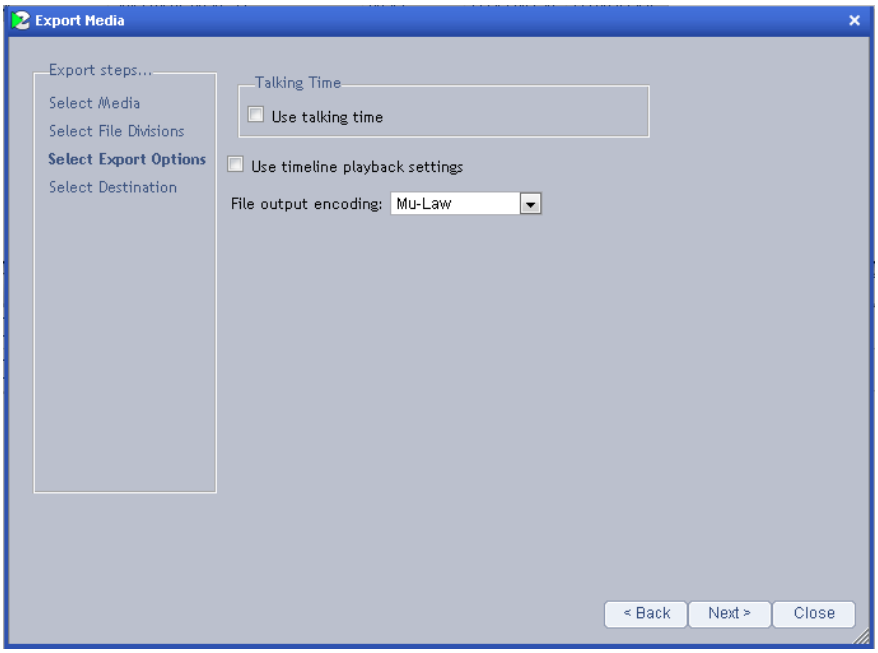
2. The second step, **Select File Divisions,** will be highlighted. You may select One file per record (sequential) or One file for the entire record set (mixed). Make your choice and then click the **Next >** button.

Figure 32. Export Media Dialog Box Step 2



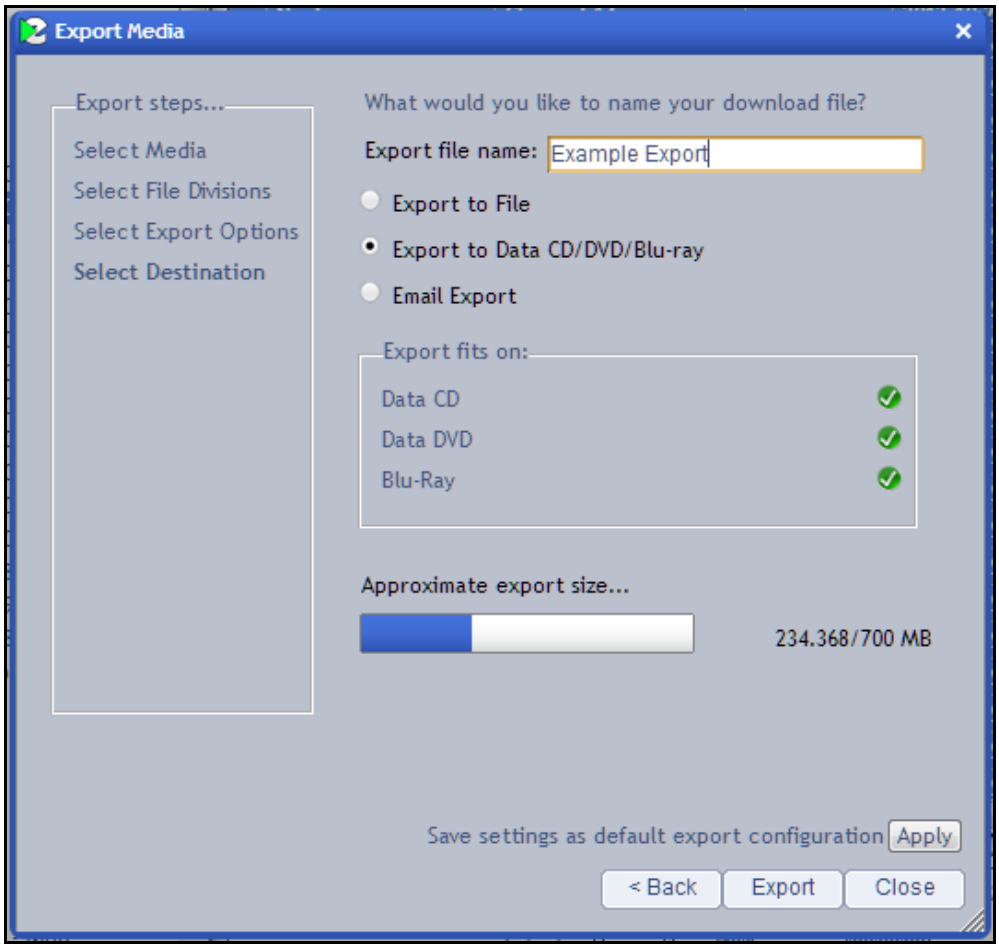
3. **Select Export Options**, will be highlighted. Here you can select Talking Time (and then choose the desired talking time mode), choose to use the timeline playback settings, and set the file type to save as. In the **File output encoding** box, select the type of data compression scheme you want to use. After selecting the audio options, click the **Next >** button.

Figure 33. Export Media Dialog Box Step 3



4. The fifth step, **Select destination**, will be highlighted. Enter a file name for the export, and select Export to File or Export to Data CD/DVD/Blu-Ray.

Figure 34. Export Media Dialog Box Step 4



5. Finally, click on the **Export** button to export the recording data; it will be downloaded to your browser's default download location on your PC. If you selected Export to File, it will download as a zip folder containing the audio file or files you requested.

If you selected Export to Data CD/DVD/Blu-Ray, the file downloaded will be an ISO file that you can use Windows Disc Image Burner to burn to cd or DVD. If you have a Blu-Ray drive please use the image burning software that it came with.

1.7.2. Email Export

You can choose to export to an .eml file that you can open with your email client of choice. It will create an email with the export's contents attached. Note that your email provider usually has a limit set on the size of email attachments, so this option is most useful for small exports.

1.7.3. Screen Capture Export

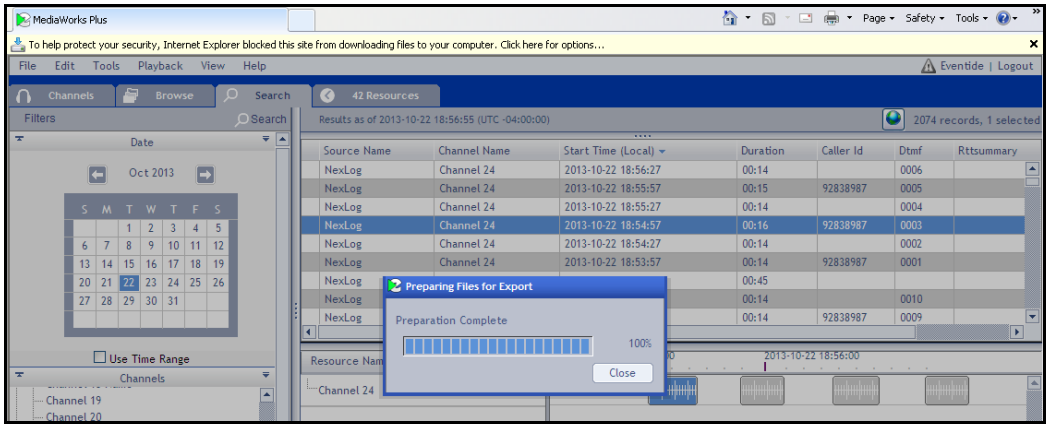
Screen capture recordings can be exported much like audio recordings, but there are some caveats. Recordings from multiple screen resources cannot be mixed together. Screens from the same channel can be merged into a single mixed mode export. Audio calls can be mixed with screen recordings from a single screen resource. If part of the export overlaps such that there is audio with no video, the video will be black during that time.

There are four encoding types for screen export. The first two, MPEG, High and Medium, are much higher quality in a much smaller file size, but require VLC or Chrome or other third party software for playback. The second two, AVI Low and Medium Compression, will work on a stock Windows XP system, but the quality is lower and the file size is very large. These options are included to allow for maximum compatibility.

1.7.4. A Special Note About Internet Explorer 8

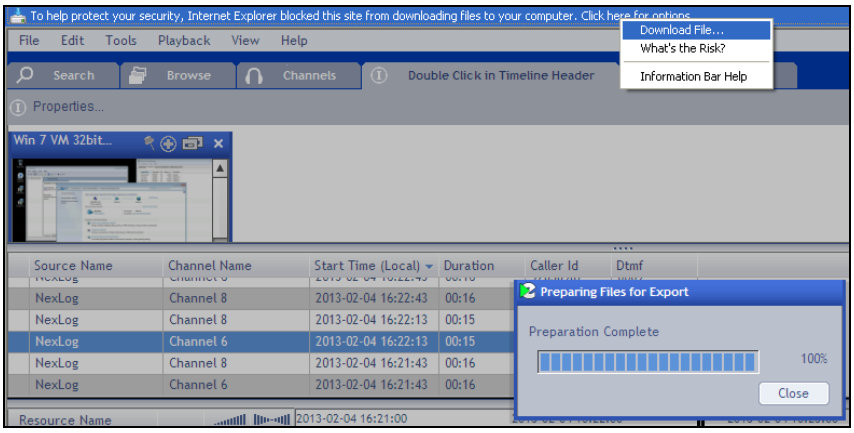
Internet Explorer 8's default settings will prevent exporting from working properly, but it is easy to make it work. If you export a call and see this text "To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options…" (as seen bellow in the yellow), then you have default settings and need to take action to allow exporting to work.

Figure 35. Export Blocked by Internet Explorer 8



Unfortunately Internet Explorer 8 does not handle this situation as smoothly as it could and if you click there are select "Download File…" instead of downloading the file, it will refresh the browser page, so you should save any in progress work before proceeding. The upside is that once you click "Download File…" your recorder is approved for all future downloads from this PC and you will not see this again. If you were exporting from a saved incident, the incident will reopen and you can export again, otherwise you will need to recreate the search that you used to find the calls for export.

Figure 36. Download File… in Internet Explorer 8


To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options
Download File…
What's the Risk?
Information Bar Help
File Edit Tools Playback View Help
Search Browse Channels Double Click in Timeline Header
Properties...
Win 7 VM 32bit...
Source Name Channel Name Start Time (Local) Duration Caller Id Dtmf
NexLog Channel 8 2013-02-04 16:22:43 00:16
NexLog Channel 8 2013-02-04 16:22:13 00:15
NexLog Channel 6 2013-02-04 16:22:13 00:15
NexLog Channel 8 2013-02-04 16:21:43 00:16
NexLog Channel 6 2013-02-04 16:21:43 00:16
Preparing Files for Export
Preparation Complete
100%
Close
Resource Name
2013-02-04 16:21:00

1.8. Monitoring a Recorder

MediaWorks Plus allows you to monitor the live audio feeds on the recorder. In addition, you can view the current status of channels, and (if permitted) manually enable/ disable recording on channel(s) for record-on-demand purposes.

1.8.1. Channels Tab

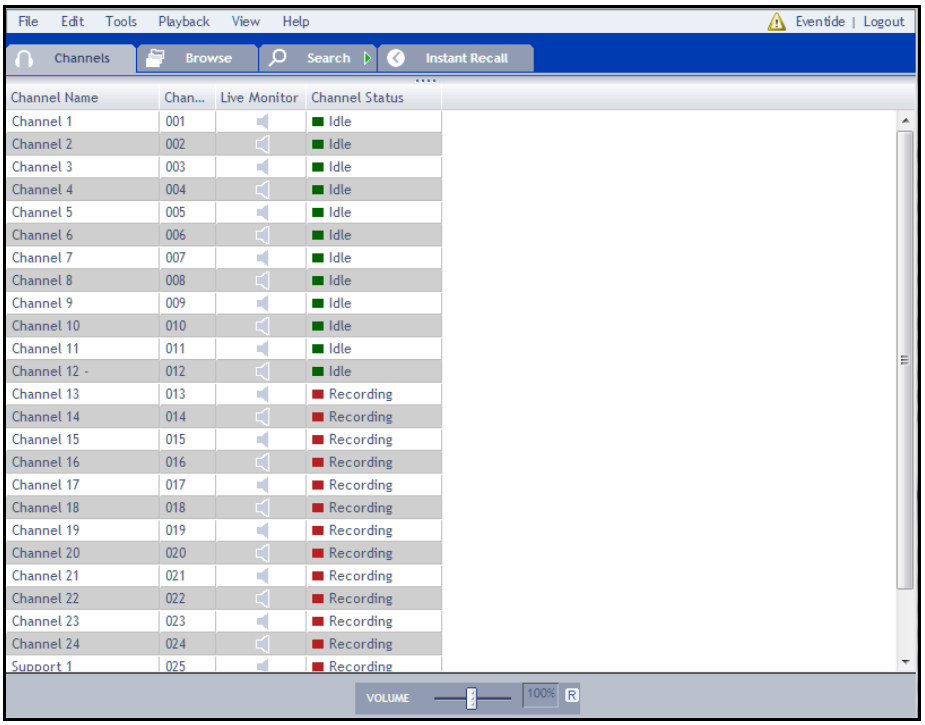
The **Channels** tab, Figure 35, displays all physical channels in a list and provides live status information for all physical channels on the recorder. To open a new Channels tab, select **New Tab -> Channels** from the **File** menu.

To sort the list of channels, click on either the **Channel Name** or **Channel Number** header; a small arrow will indicate the sort direction. To reverse the sort, click the header section again.

Each channel is displayed with the Channel Name, Channel Number, and current Channel Status. To enable live monitoring of the data currently playing on a channel, click to toggle the **Live Monitor** icon for the selected channel. Multiple channels can be monitored simultaneously. Adjust the overall volume level using the volume slider at the bottom of the window.

To enable recording on a channel, check the **Record Enabled** checkbox. If the checkbox is deselected, any audio currently being recorded will stop until the Record Enabled checkbox is re-checked.

Figure 37. Channels Tab



The status of each channel is displayed in the Channel Status column. A colored square indicates the current status. The colors correspond to the following states:

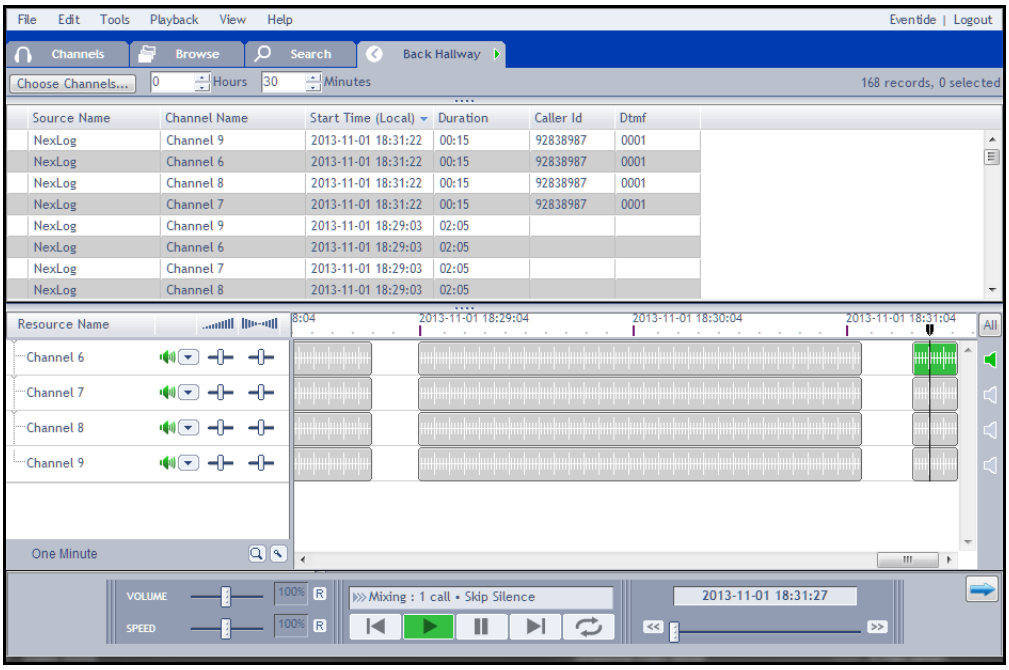
- **Green** – The channel is enabled, but not currently recording any audio.
- **Red** – The channel is enabled and is currently recording audio.
- **Yellow** – The channel is disabled.
- **Grey** – The channel is disabled by the system or is not recognized. Consult your system administrator for details.

You may add more columns by right-clicking on any area in the column headers and selecting one or more new columns from the drop-down list of column names. Check the box associated with each column name you wish to add and the new column will appear in the Channels tab. To remove a column, uncheck the box associated with that column.

1.8.2. Instant Recall Tab

The **Instant Recall** tab, as seen below, provides a live window into the activity on one or more channels. The most efficient method for monitoring a recorder with Instant Recall is to create one tab per filter. See Section 1.10. Search Filter Groups.

Figure 38. Instant Recall Tab

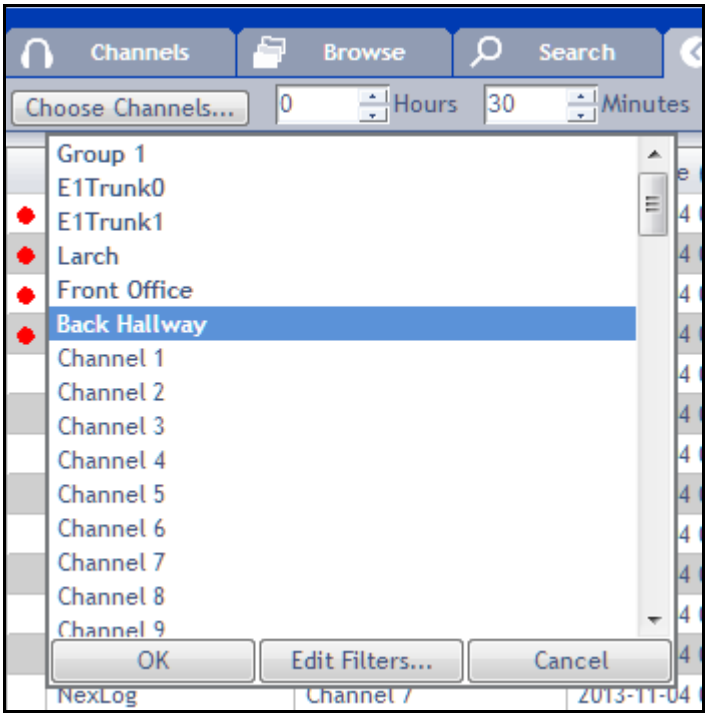


To open a new Instant Recall tab, select **New Tab** from the **File** menu and select **Instant Recall** from the drop-down list.

The Instant Recall tab's main controls are positioned at the top of the screen and include:

- The Choose Channels... button, which will pop open a list of Search Filter Groups and resource names to filter the call resources shown in the instant recall window.
- An adjustable time period that allows you to set the time window for which records will appear.

Figure 39. Choose Channels… pop up menu



The records displayed in the record view will correspond to the selected filter, and will also correspond to the specified time range.

The Choose Channels… pop up menu lists your Search Filter Groups first and then each named resources. The channels viewed are selected via mouse click; use Ctrl+Click or Shift+Click to select more than one at a time:

- Clicking on Channel 1 and then ctrl+clicking on Channel 9 will select just Channel 1 and Channel 9.
- Clicking on Channel 1 and then shift+clicking on Channel 9 will select Channel 1 through Channel 9.

To adjust the time range, enter a new value for **Hours** and **Minutes**. Instant Recall will automatically refresh the record view. To change the channel that is displayed, select a new channel name from the drop down list. The record view will again be automatically refreshed.

Note: Depending on your user account, the amount of time you can set may be limited by your system administrator.

The Instant Recall record view can be customized by right-clicking on any area in the column headers. A drop-down menu with a list of column names will be displayed. To add a new column, check the box associated with the column name. To remove an existing column, uncheck the box associated with that column name.

Columns can also be re-arranged. To move a column to a new position, click on the column header, hold down the mouse and drag the column header to a new position, then release the mouse. The column will then re-position itself.

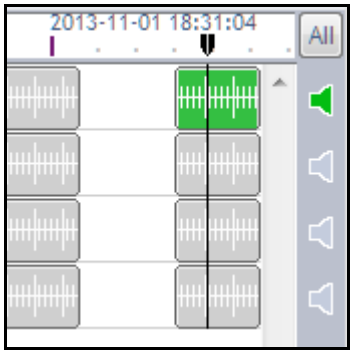
Instant Recall Timeline

Each Instant Recall tab also includes a Timeline view in the bottom half of the page. This allows for all of the features standard to the Timeline view as seen in the Browse and Search tabs, as discussed in chapter 1.4.4 The Timeline View, but also includes some special features unique to the Instant Recall tab:

- Per channel live monitoring of incoming call via Resource Name or Talkgroup.
- Optional up to the minute timeline scroll.

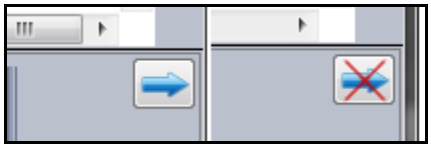
Each resource in the Timeline has a speaker icon at the far right that can be toggled green to have it live monitor all calls coming in with that resource name. This is different than the Channels tab, which is by physical id number only.

Figure 40. Instant Recall Tab



The blue arrow in the right corner toggles whether the display of the timeline is locked to the current time or not. It will automatically turn off if you play a call in the timeline or scroll into the past, and if you then click it, it will jump forward to display the current time. It will also turn back on if you live monitor a resource, or if you scroll all the way up to the right to the current time.

Figure 41. Up to the Minute Arrow (Left is On, Right is Off)



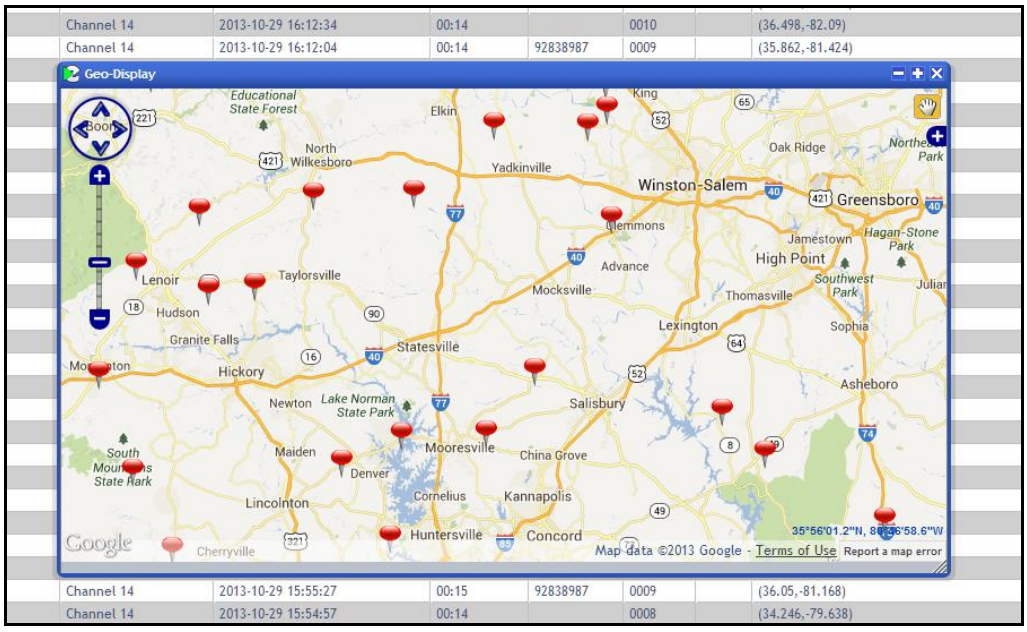
1.9. Geolocation Features: Geo-Display and Geo-Fence

Call records can now be tagged with location metadata and that data can be used to visualize where calls are coming from. The location data can also be used as a criteria for searches.

1.9.1. Geo-Display

The **View** menu includes an option called “Enable Geo-Display.”

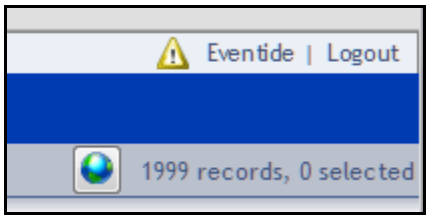
Figure 42. Geo-Display



On a system with a Geolocation add-on license and location metadata, when Geo-Display is first enabled it will open the Geo-Display popover window, shown in the above figure, featuring a map and pin marks for call records in the current timeline that are tagged with location data. Note that Geo-Display is supported in all tabs except Evaluations and Channels.

The + icon will expand the Geo-Display to cover as much of the browser page as possible, and the – will bring it back to the default smaller size. With the X, the window can be minimized to a Globe button just above the call record grid in all tabs that support Geo-Display, as seen in the figure below, next to the “1999 records, 0 selected”:

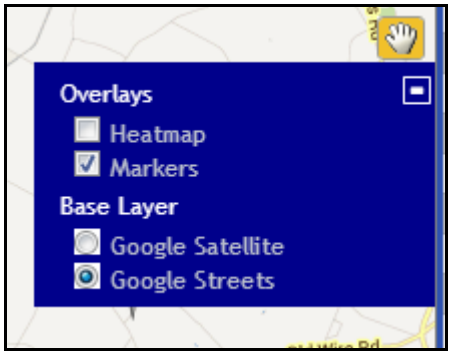
Figure 43. Geo-Display Minimized



The Geo-Display defaults to showing you pin points for each call record, on a street map. These pins can be clicked on to select the record in the call record list and in the timeline, double-clicked to play, and right-clicked to access all of the context menu options you have when right clicking from the timeline or call record list. Much like on the timeline, selected records are displayed as blue pins and the currently played call is green.

Additionally, the Geo-Display offers other display options, if you click the white – in a blue box near the top right corner:

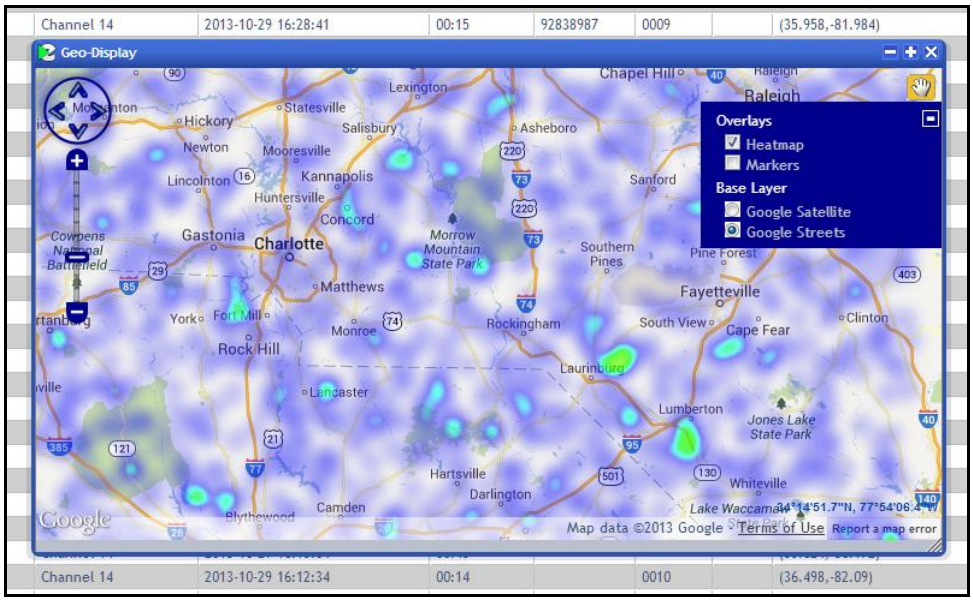
Figure 44. Geo-Display Options



The Base Layer options allow you to toggle between Google's Satellite and Streets views. The Satellite view shows you the actual terrain, whereas the Streets shows you a street map.

The Heatmap option shows you your data in shades of color generalized by density of results. It is more useful when looking at a lot of data at once; with enough call records, individual pins will pile up into a mess, but a heatmap will show you hotspots where more of your calls are coming from. It's easier to understand with a picture:

Figure 45. Heatmap Example

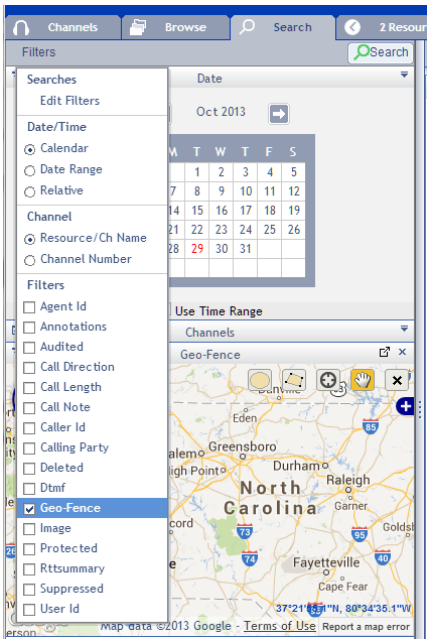


The dark blue areas show you one or two calls, but the bright green areas show you where calls came in repeatedly during the time covered by this search.

1.9.2. Geo-Fence

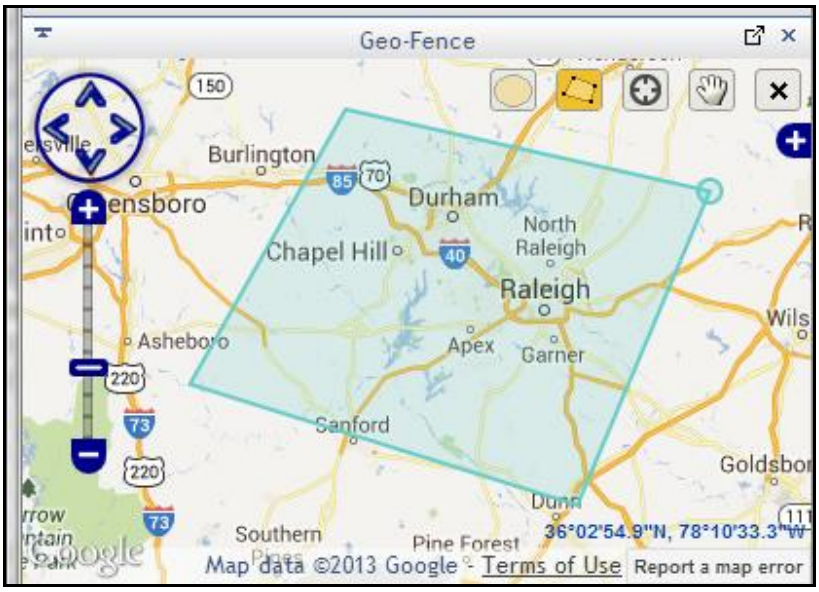
The **Search** tab includes a Search Filter option called Geo-Fence:

Figure 46. Geo-Fence in Filters Menu



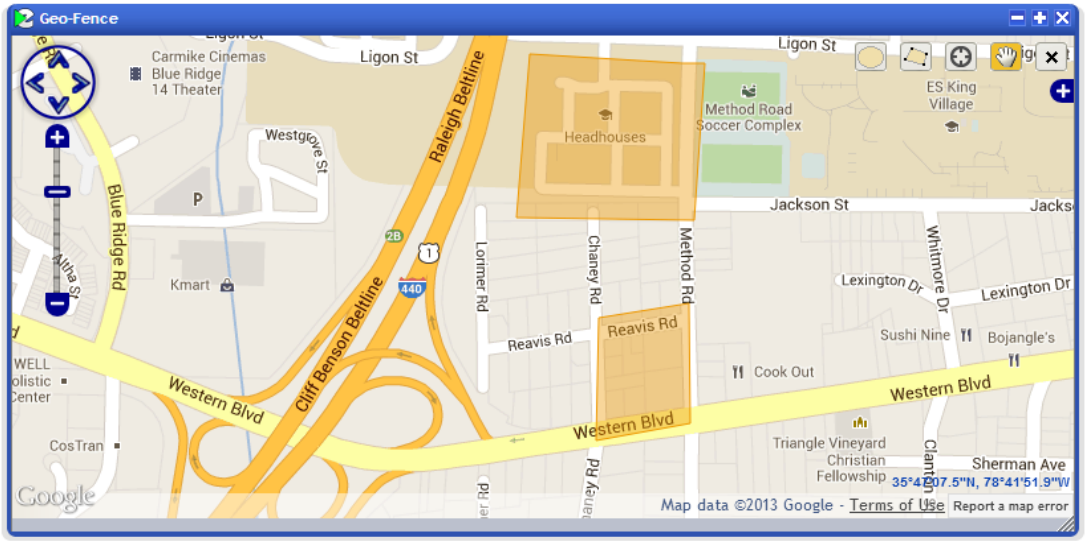
The Geo-Fence allows you to draw shapes on a map, which will be used to filter search results to just that territory:

Figure 47. Geo-Fence in Filters Menu (Polygon Selection in progress in blue)



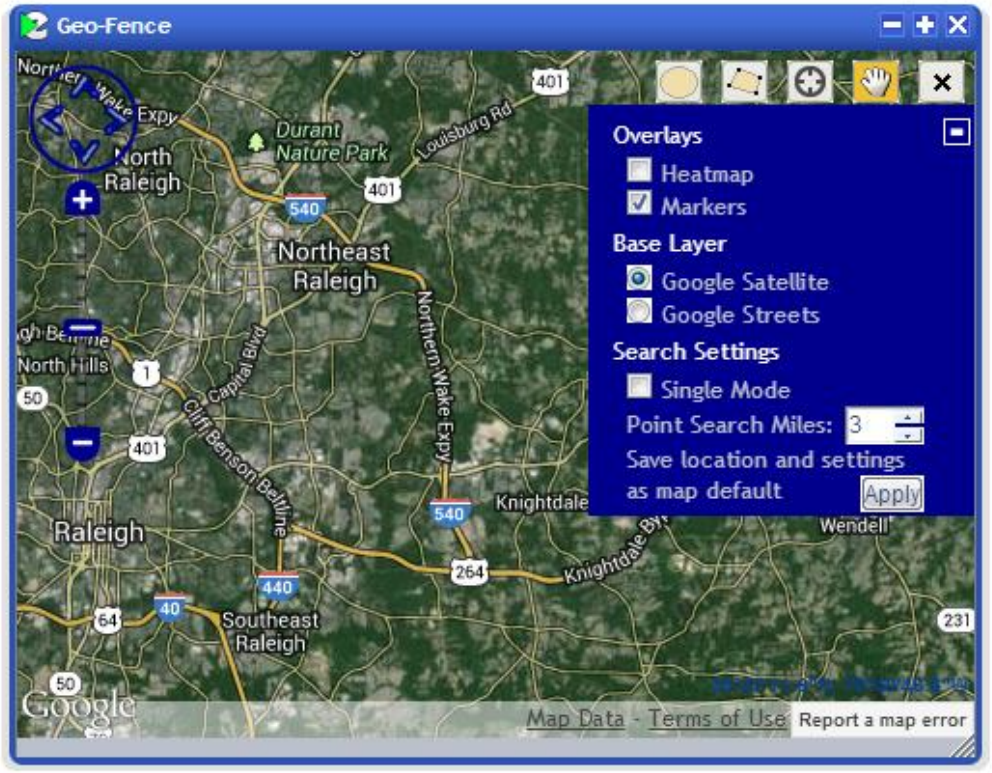
For better ease of use, you can pop this Geo-Fence out into its own window inside the MediaWorks Plus browser page:

Figure 48. Geo-Fence Pop Out (with two polygonal search areas in orange)



There are five tools and an Options menu in the upper right corner of the Geo-Fence:

Figure 49. Geo-Fence Tools and Options



These tools are, from left to right:

1. Circle: Draws a circle on the map, with the initial click being the center and then the circle's size is determined by dragging away from the initial click.
2. Polygon: Each click becomes a point of a polygon, allowing for customized shapes. Double click a point to finish the polygon.
3. Point: This creates a circle of pre-determined size. The default is 3 miles but that is configurable in the Geo-Fence options.
4. Hand: The Hand tool is used to drag the map around.
5. Clear: This X icon will clear existing shapes and allow you to start over or search without the filter active.

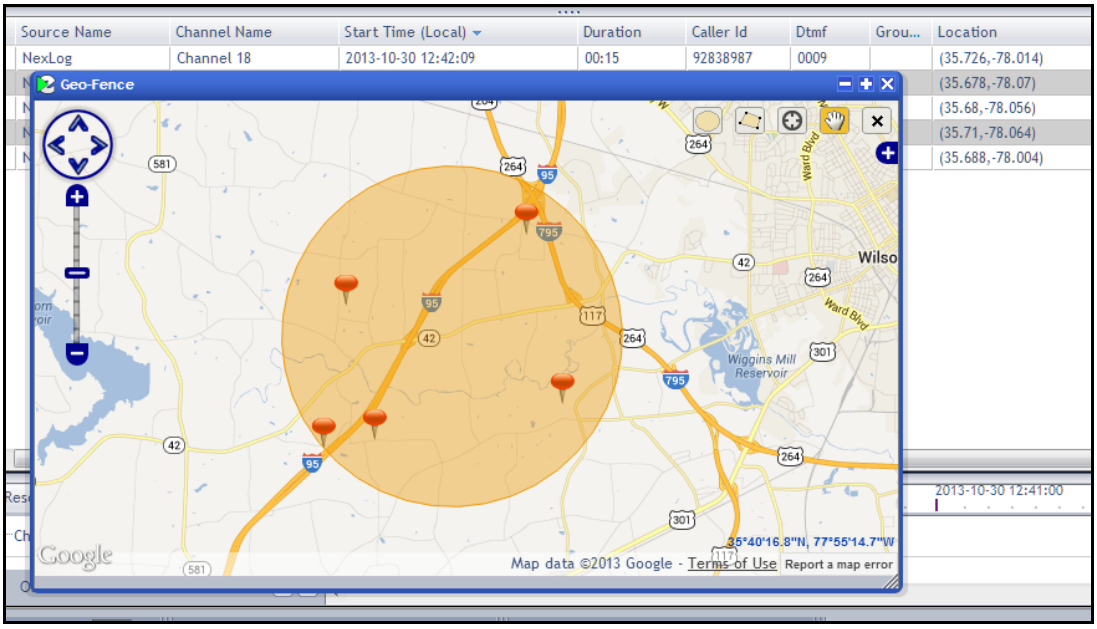
The Geo-Fence options are the same the Geo-Display options, but also include Search Settings:

1. Single Mode: This restricts the search area to a single area at a time; making a new search area will delete any previously created search area in favor of the new one.
2. Point Search Miles: This is the size for the Point tool. It defaults to 3 miles.

3. Save Location and Settings as Map Default: This saves current settings and location as the default, so that every time you open a map it'll show the area currently shown with the settings as they are.

Here is an example of a search made with the circle tool:

Figure 50. Geo-Fence Tools and Options



1.10. Search Filter Groups

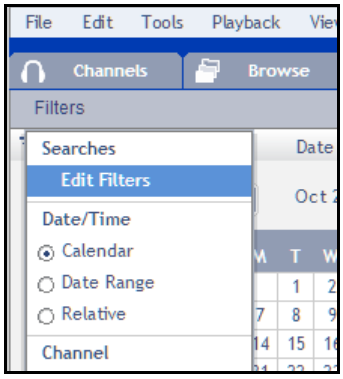
Search Filter Groups are a special kind of Resource Group, which make large channel count systems easier to interact with by grouping existing resources into easily searched groups. They show up in the channel options for Search, Browse and Instant Recall tabs.

Search filters can be edited via the Tool menu at any tab. They are also Edit Search Filters… options in contextually useful places on the Search and Instant Recall tabs, as described below. Finally, Search Filters can also be edited from the Configuration Manager on the Resource Groups page and User Edit pages; see the NexLog 2.3 manual for more info.

1.10.1. Creating Search Filter Groups

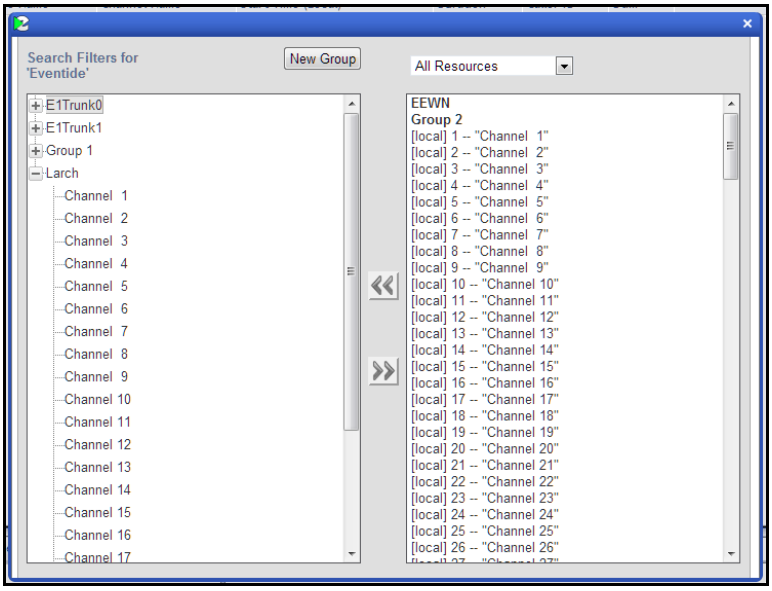
The **Filters** button in the Search tab includes an option called "Edit Filters."

Figure 51. Edit Search Filters from Search Tab



Once you select Edit Filters, you will see this window:

Figure 52. Search Filter Edit Window



There is a similar Edit Filters… option in the Choose Channels… menu on Instant Recall tabs, which opens the same window.

The Search Filter Group Edit window has two columns. The left column is contains a list of search filter groups configured to be available for the current user. The right column contains in **bold** all existing filter groups not configured for the user, and in plain text the available channel resources, first the physical channel ids and then by resource names. The physical channel ids are formatted like this:

- [source] channel id “current name of resource”

Such that the first physical channel on the recorder itself will default to:

- [local] 1 “Channel 1”

The << and >> buttons are used to move filter groups, channel ids and resources between the two columns.

From this edit window, you can add and delete Search Filters in a number of ways. To create new groups:

- The first is to click the New Group button. This will prompt you to name the group, then click ok. An empty group of the name entered will be created.
- You can also right click an existing group and select Add New Group

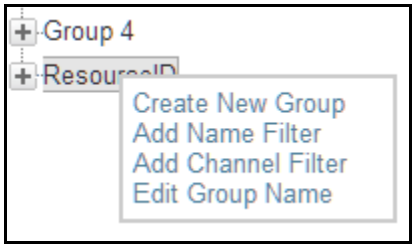
Search Filter Groups can only be deleted by Administrators and users with access to the Resource Groups page of the Configuration Manager.

1.10.2. Adding Resources to a Search Filter Groups

From this edit window, you can add resources to a Search Filter in a number of ways:

- The named resources and physical channel numbers in the right column can be clicked on to select them. Use Ctrl+Click or Shift+Click to select more than one at a time. Highlight a group in the left column by clicking on it. Then add the selected resources by clicking the leftward facing arrows between the columns.
- You can select resources and click+drag them from the right column into the group you want them to be added to.
- You can right-click the name of the group and select from a menu, as seen in the figure below. From this menu, you can add a Name Filter, using * as a wild card to match multiple resources by name.
- This menu also allows you to add a Channel Filter, with which you can specify a range of resources by physical channel ID and their source, which defaults to Local. The source field is only relevant to configurations involving resources on the recorder originating from Centralized Archive sources; if you want to group these, enter the serial number of the Centralized Archiving source into this field. Click the X to cancel and the Checkmark to save.

Figure 53. Search Filters: Right Mouse Button Menu



These filters are then For example, if you have some channels dedicated to Fire calls and others dedicated to Police, you can create a search filter group for the Police channels, and another for the Fire channels and quickly search all calls on one group of channels.

1.10.3. Deleting a Resource from a Search Filter Groups

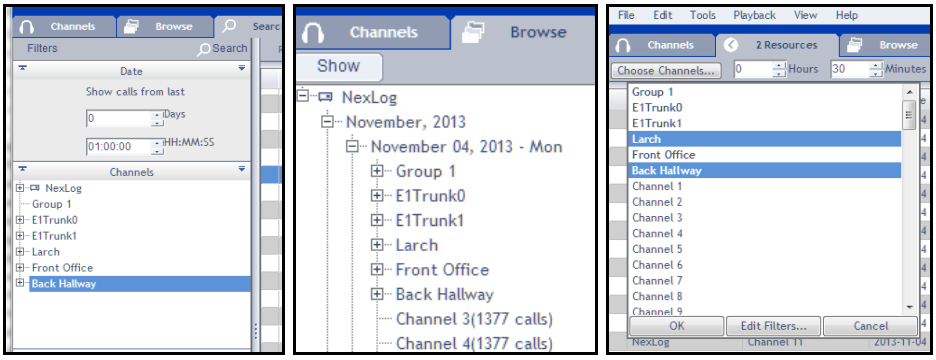
You can delete resources from a search filter in two ways. First expand the search filter in the left column and then:

- Select the resources you want to remove from the filter and then click the >> button between the columns.
- Right-Click on the group and select Remove Filter from the pop up menu.

1.10.4. Using Search Filter Groups

These filter groups now show up in the channel selectors for Browse, Search and Instant Recall. Updates made to Search Filter Groups are live and do not require a refresh of the browser to take effect.

Figure 54. Search Filters: In Browse, Search, and Instant Recall



2. More about MediaWorks Plus

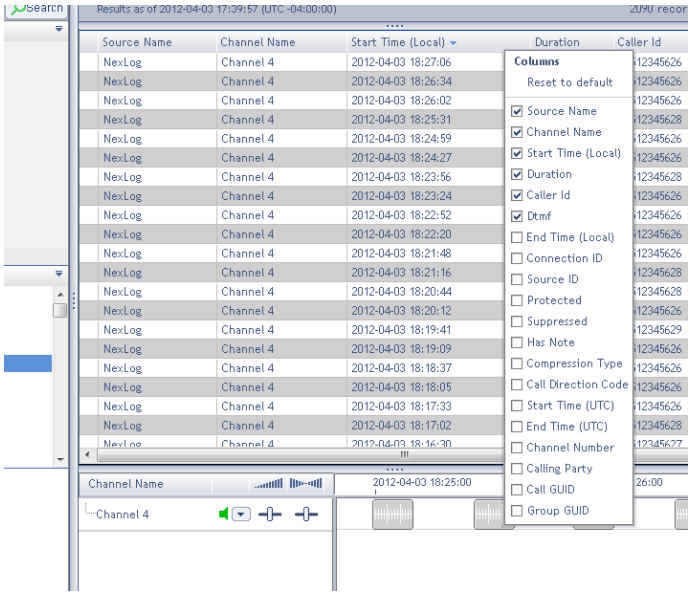
2.1. Columns

Any data displayed in tabular format, particularly lists of recordings available in the Browse, Search, Incident, and Channel tabs, can be sorted in ascending or descending order, if applicable, by clicking on the header for that column. An indicator arrow will appear in that column indicating the sort direction. To change the sort direction, click on the column header again.

You can also sort columns by a secondary sort by Shft+Clicking a second column. For example, you may want to sort by channel name and then by start time; you would click Channel Name first, then hold down the shift key and click the Start Time (Local) columns. You can change the secondary sort by again shift+clicking, or you can cancel the secondary sort by clicking on any column, which will then be the only sort criteria.

Columns can also be re-arranged. To move a column to a new position, click on the column header, hold down the mouse, drag the column header to a new position, then release the mouse. The column will then re-position itself.

Figure 55. Column Drop-Down List



The presentation of recordings in the Browse, Search, and Incident tabs can be further customized. Right-clicking on any area in the column headers displays a drop-down menu of possible column names. To add a new column, check the box of the associated column name. To remove an existing column, uncheck the box associated with that column name.

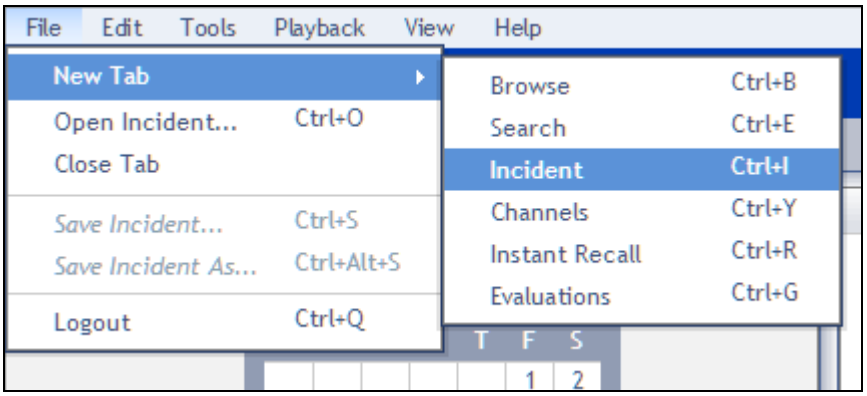
2.2. The Menu Bar

The Menu bar is located at the top of the MediaWorks Plus window. A number of menu selections have shortcut keys associated with them and are displayed to the right of the menu selection. Also, if a menu selection includes an associated shortcut key, the shortcut key is shown parenthetically in the following descriptions.

The Menu bar includes the following menu items: File, Edit, Tools, Playback, View, and Help.

2.2.1. File Menu

Figure 56. File Menu



Selecting **File** from the Menu Bar provides the following menu items:

New Tab

The **New Tab** menu item opens a new tab in the active top-level window. Choose a tab name from the list that appears. The list includes:

- Browse (Ctrl+B)
- Search (Ctrl+T)
- Incident (Ctrl+I)
- Channels (Ctrl+L)

- Evaluations (Ctrl+G)

Open Incident… (Ctrl+O)

The **Open Incident…** menu item opens an existing remote incident in a new tab.

Close Tab (Ctrl+W)

This menu item closes the active tab. You cannot close the last tab.

Save Incident (Ctrl+S)

The **Save Incident** menu item saves the active incident. If an Incident tab is not active, this option is not available.

Save Incident As… (Ctrl+Alt+S)

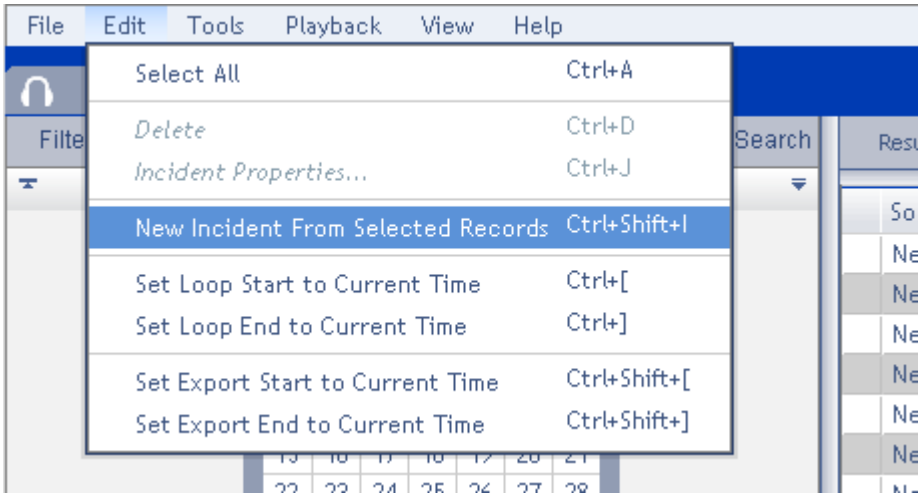
This menu item saves a copy of the active incident by prompting for a new incident name. If an Incident tab is not active, this option is not available.

Logout (Ctrl+Q)

Selecting the **Logout** menu item logs the user out of the NexLog recorder, and will go back to the initial splash screen with a login prompt. There is an “Are you sure” prompt.

2.2.2. Edit Menu

Figure 57. Edit Menu



Selecting **Edit** from the Menu Bar provides the following menu items:

Select All (Ctrl+A)

The **Select All** menu item selects all recordings in the active tab.

Delete (Ctrl+D)

Selecting the **Delete** menu item deletes the selected recordings on the active Incident tab. If an Incident tab is not active, this option is not available.

Incident Properties (Ctrl+J)

The **Incident Properties** menu item invokes the **Incident Properties** dialog box on the active Incident tab. If an Incident tab is not active, this option is not available.

New Incident from Selected Records (Ctrl+Shift+I)

This menu item creates a new Incident tab in the active window containing all the selected recordings. If a list of recordings is not available in the active tab, this option is not available.

Set Loop Start to Current Time (Ctrl+[)

This selection sets the “loop start” point to the value of the current playback time. This is only available on those tabs that can play audio from a recording.

Set Loop End to Current Time (Ctrl+])

This selection sets the “loop end” point to the value of the current playback time. This is only available on those tabs that can play audio from a recording.

Set Export Start to Current Time (Ctrl+Shift+[)

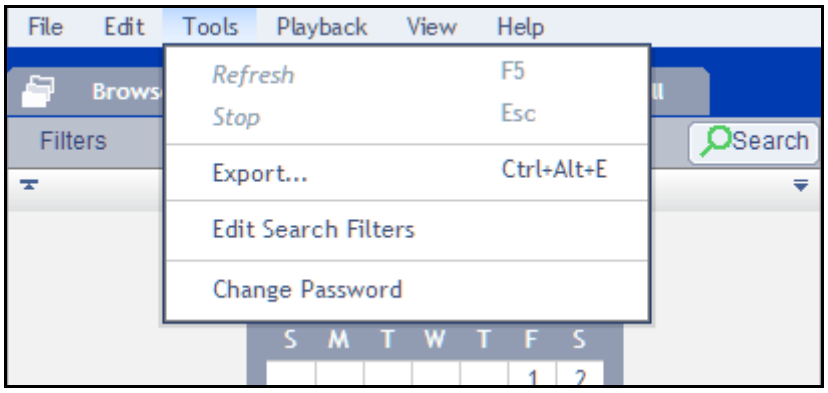
This selection sets the “export start” point to the value of the current playback time. This is only available on those tabs that can play audio from a recording.

Set Export End to Current Time (Ctrl+Shift+])

This selection sets the “export end” point to the value of the current playback time. This is only available on those tabs that can play audio from a recording.

2.2.3. Tools Menu

Figure 58. Tools Menu



Selecting **Tools** from the Menu Bar provides the following menu items:

Refresh (F5)

The **Refresh** menu item refreshes the list of recordings in the active tab.

Stop (Esc key)

Selecting **Stop** halts a refresh that may be in progress.

Export… (Ctrl+Shift+Y)

This menu item opens the **Export Media** dialog box for the current list of recordings. See Sections 1.7. Exporting Recording Data from an Incident for additional information.

Edit Search Filters...

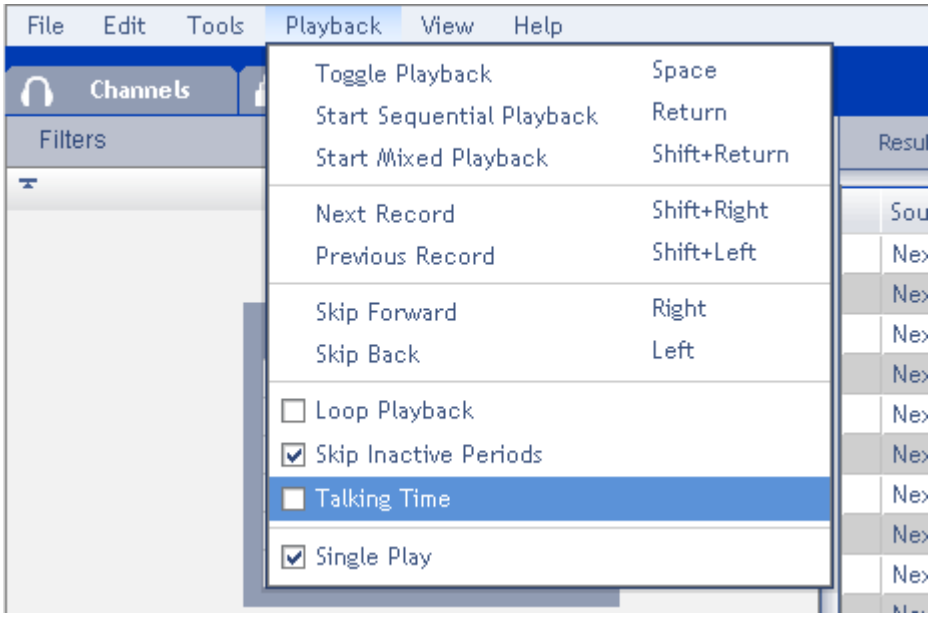
This menu item opens the **Search Filter Edit** window. See Section 1.10 Search Filter Groups for additional information.

Export… (Ctrl+Shift+Y)

This menu item opens the **Export Media** dialog box for the current list of recordings. See Sections 1.7. Exporting Recording Data from an Incident for additional information.

2.2.4. Playback Menu

Figure 59. Playback Menu



Selecting **Playback** from the Menu Bar provides the following menu items:

Toggle Playback (Space bar)

Checking the **Toggle Playback** box starts or stops playback. Starting or stopping playback in this way applies to either playback mode and applies to any tab. The space bar on the keyboard can also toggle playback on/off.

Start Sequential Playback (Return key)

The **Start Sequential Playback** menu item starts sequential playback at the selected recording. If there is no selection, the first recording in the list will begin playing.

Start Mixed Playback (Shift+Return key)

The **Start Mixed Playback** menu item starts mixed playback at the selected recording. If there is no selection, the first recording in the list will begin playing.

Next Record (Shift+Right arrow)

In sequential mode, **Next Record** skips to the next recording as listed in the record view. In mixed mode, **Next Record** skips to the start of the next recording in time order.

Previous Record (Shift+Left arrow)

In sequential mode, **Previous Record** skips to the previous recording as listed in the recording view, or skips to the beginning of the current recording, depending on the time that the current recording has been playing. If the current recording has been playing for less than 3 seconds, it will skip to the previous recording. If the current recording has been playing for more than 3 seconds, it will skip to the beginning of the currently playing recording.

In mixed mode, **Previous Record** skips to the start of the previous recording.

Skip Forward (Right arrow)

The **Skip Forward** menu item scrubs forward by a user-defined number of seconds (default is 10). In sequential mode, scrubbing remains within the bounds of the currently playing recording.

Skip Back (Left arrow)

The **Skip Back** menu item scrubs backward by a user-defined number of seconds (default is 10). In sequential mode, scrubbing remains within the bounds of the currently playing recording.

Loop Playback

Checking the **Loop Playback** box loops playback between user-defined start and end looping points. In Sequential mode, if no user-defined start and end looping points have been set, the entire recording will be looped. If start and end points have been set within the recording, checking **Loop Playback** will initiate loopback between these two points.

In Mixed mode, if no user-defined start and end looping points have been set, the entire set of recordings will be looped. If start and end points have been set within the set of recordings, checking **Loop Playback** will initiate loopback between these two points.

Skip Inactive Periods

Checking the **Skip Inactive Periods** box causes MediaWorks Plus to skip inactive periods between recordings when playing in Mixed mode. In Mixed mode, MediaWorks Plus always proceeds in time order and there may large gaps of silence separating recordings. By default, MediaWorks Plus will skip over any gaps and begin playing the next recording. Disabling this option will force MediaWorks Plus to play the inactive periods in real time.

Talking Time

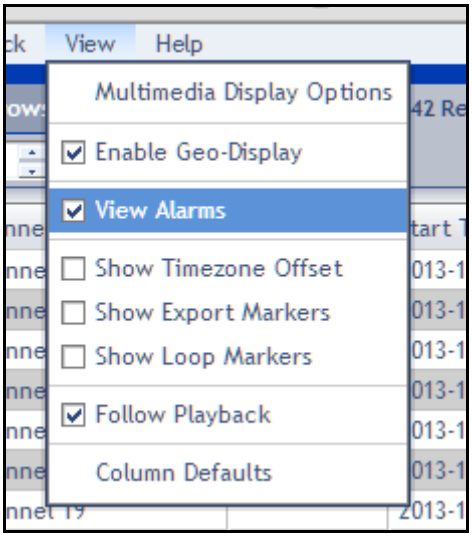
Checking the **Talking Time** box enables talking time during audio playback. MediaWorks Plus will announce the time at the start of each recording (the talking time is mixed with the audio from the recording that has started playing).

Single Play

Checking the **Single Play** box stops playback in sequential mode after the data finishes playing for a recording. If disabled, playback continues to play each recording, as listed in the record view, until the end of the list is reached.

2.2.5. View Menu

Figure 60. View Menu



Selecting **View** from the Menu Bar provides the following menu items:

Multimedia Display Options

Multimedia recordings can be played back in the same way as Audio calls, but there are additional options that relate to specifically to screens. These options are configured via the Multimedia Display Options window, which is described in detail in Section 1.4.6 Playing Back Screen Recordings.

Enable Geo-Display

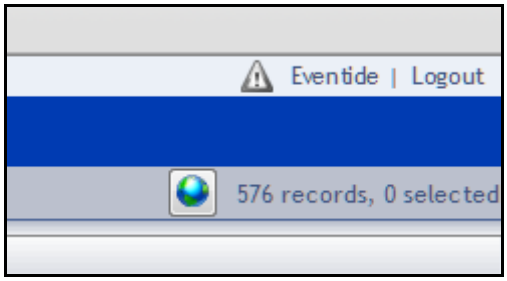
On a system with a Geolocation add-on license and location metadata, when enabled this will open the Geo-Display popover window featuring a map and pin

marks for call records that are tagged with location data. For more details, see the section about Geolocation in the previous chapter.

View Alarms

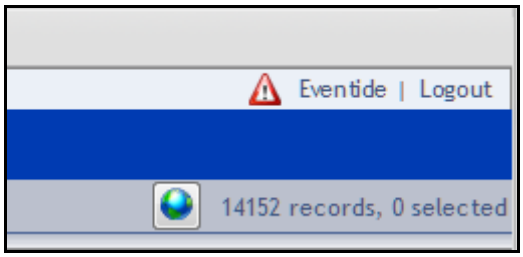
When View Alarms is selected, the alarm icon (a triangle surrounding an exclamation mark) at the right side of the menu bar will display. When the icon is grey, there are no active alarms.

Figure 61. Alarm Icon (Nothing Active)



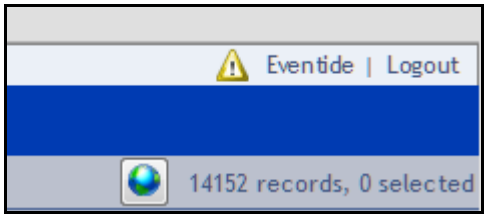
When the icon is red, there are unacknowledged active alarms.

Figure 62. Alarm Icon (Unacknowledged Alarm Active)



When the icon is yellow, there are active alarms, but they are all acknowledged.

Figure 63. Alarm Icon (Alarms Active But Acknowledged)



In any case, if you click on the icon, it will open the Active Alarms page of Configuration Manager.

Show Timezone Offset

Checking the **Show Timezone Offset** box will display the offset from Universal Time Coordinates (UTC, a.k.a. Greenwich Mean Time) in instances where the date and time are displayed.

Show Export Markers

Checking the **Show Export Markers** box will display boundary markers for Mixed Mode Exporting. These red markers default to the start and end of any browse or searched results, and when set within results will grey out the area that is not inside the boundaries.

Show Loop Markers

Checking the **Show Loop Markers** box will display the current loop points as blue markers in the timeline header.

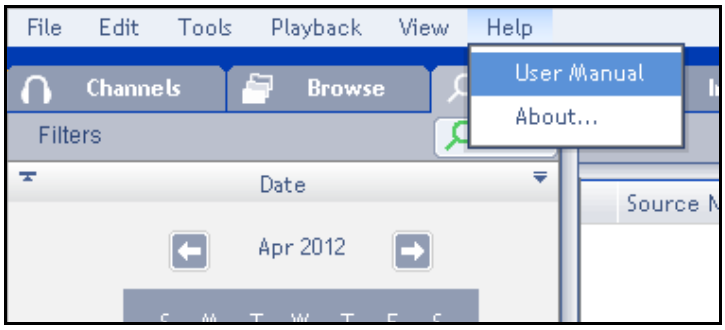
Follow Playback

Checking the **Follow Playback** box will cause the playback indicator to remain centered in the timeline as the recording is playing.

2.2.6. Help Menu

Selecting **Help** from the Menu Bar provides the following menu items:

Figure 64. Help Menu



User Manual

Selecting **User Manual** from the Help menu will open a link to this user manual as a PDF file.

About…

Selecting **About** from the Help menu provides information about this release of MediaWorks Plus.

3. Reporting Problems

It is Eventide's policy to work directly with dealers. Your dealer must report your problem to Eventide with the following information in order to process the service/support request:

- Serial number(s) of the affected recorder(s).
- Software versions for the recorder(s).
- Severity of the issue, including a detailed description.
- Contact information (phone and email) for the dealer and on-site technician.

To contact Eventide customer service for support, call 201-641-1200 Option 6 followed by Option 2 (Communications/Recorders Division) or email **support@eventide.com**.